

## IT Support Engineer / Systems Consultant

Are you an experienced, methodical IT Support Engineer, with a keen interest in learning new skills and taking on a more proactive and consulting role?

### You will be working for...

A small but established IT service and solution provider covering a broad range of commercial clients operating in a wide variety of industries, including finance, property and real estate, Insurance, and Public Sector. We provide Systems Consulting, Systems Engineering and Systems Management Services to clients with on premise IT infrastructures and those wishing to move to hosted or 'cloud' based platforms

This role is as an IT Support Engineer / Consultant within our consultancy, managed services, support desk and monitoring division, and primarily based from home.

The core hours will be Monday – Friday 8:30am – 5:30pm, but as in any technical support role and environment, there will, from time to time be additional hours and time required.

### Desired Skillset and Experience level ...

A minimum of 2 years' experience in a similar role, and experience in of some or all the following products and technologies ....

Required:

- Cloud services experience such as Azure / AWS / Office 365, etc.
- Windows Operating Systems Support (Client and Server)
- Microsoft Active Directory Admin, i.e. User Accounts, Groups, etc.
- Windows Remote Desktop Services
- Helpdesk Software (any) and adhering to SLA's
- Microsoft Core Client Applications support, i.e. Word, Excel, Outlook, etc.
- Microsoft Backoffice Technologies, such SQL, Exchange, SharePoint, etc.
- An understanding of general networking concepts, IP Addressing, VPN, etc.

Desirable and a distinct advantage:

- Ivanti (was RES) Workspace Control, Automation, Identity
- Ivanti (was AppSense) Workspace / Environment / Application / Endpoint Management
- Ivanti Security Controls (was Shavlik Patch)
- Ivanti Patch for MEM (SCCM)
- MEM (SCCM)
- Quest (Kace) Software Solutions

### The Role...

**Helpdesk Management:** Responsible for assigning and resolving IT support calls or escalating tickets where required to internal staff or external vendor support.

**Systems Monitoring:** Day to day proactive monitoring of centrally collected systems alerts, logging calls support calls where necessary and liaising with clients to highlight or resolve system alerts

**Backups Monitoring:** Responsible for analysing backup reports, and trend analysis for failing backups

**Project & Consultancy Work:** There will be remotely delivered and some occasional customer site-based project and support work.

### **Your Training...**

Our goal is to facilitate your long-term progression from Support Engineer to Systems Consultant.

We will devise a training programme with you to provide you with real-world skills using the most recent IT Technologies to provide you the necessary tools to advance in your career

### **Vendor qualification path:**

We would encourage and guide you as far as possible to achieve industry accreditations and knowledge of multiple best of breed software providers, not limited to but including:

- Microsoft Professional accreditations
- Ivanti Certified Accreditations

### **Who should apply ...**

- An individual with a minimum of 2 years previous experience in a similar role, and a solid foundation in IT support with a service driven approach and looking for the next and potentially long-term foot on the ladder
- An individual with excellent communication and analytical skills
- Someone who is able to work autonomously
- An individual who works effectively within an established team
- Someone with the ability to prioritise and work effectively with minimal supervision
- Someone who is willing to work flexible work hours

### **Package**

The basic package starts from (subject to experience):

30k p.a.

20 Days Annual Leave (increasing by +1 day per year of service up to 25 days p.a.)

Your training will be paid for \*\*

Should you be required to visit client's sites outside London, expenses will be paid, and inside London also where agreed in advance with the end customer or by PTLG management.

\*\* Training costs are recoverable by the employer should you leave the employ within 12 months of cost based training completion.