

Recruitment Vacancy Ref SUP124

ICT Systems' Support Engineer

As a leading telecommunications company, we are looking to expand the IT team by recruiting an ICT System Support engineer to join the business. The role will be based at our prestigious head office near Runcorn (less than 1 minute off junction 12 M56).

This role will include working as part of the services/engineering team providing 1st, 2nd and 3rd level client support, to include both internal company users and external clients. Potentially including remote international customer support and also supporting the company's entire service solutions' portfolio.

The ideal person will be highly resilient, able to remain calm and cool under pressure and have excellent interpersonal skills and possess the tenacity and natural inquisitiveness and technical skills in order to troubleshoot & resolve critical ICT service issues. There will be a certain amount of upskilling needed for current team members plus the ability to work closely with the Director of Technology; developing further capabilities to support an expanding ICT service offering.

Great package on offer with a salary of £25,000 + per annum for the right person, depending on experience.

Job Purpose:

- To provide 1st, 2nd and 3rd level client user and system support within the portfolio of all technical and ICT solutions. The method of communication required will typically be remote access including remote system access, e-mail and by the telephone.
- The post will require close daily contact with the other members of the team for guidance, upskilling and development.
- Installation and configuration of network switches, routers and security firewalls
- Set up & support clients with applications such as Office 365
- Install and administrate servers, laptops and PCs including the operating systems and applications.
- Implement and administer the Network Attached Storage (NAS) data appliances
- Install and configure operating systems and applications
- Perform system backups and recovery
- Develop and document installation configuration procedures and network topologies
- Apply software security patches and upgrades
- Maintain and design where applicable, the company's network and server infrastructure and operating systems necessary to comply with corporate policies

Assist in developing both internal external clients' IT policies and directives:

- Maintaining the security and integrity of the company's IT systems
- Maintain accurate departmental / client records, including hardware assets and software licences
- Ensure that software license terms are not breached

Experience & proven 'hands-on' knowledge:

- Managing end-users (includes MACD; move, add, change & delete) with local PC configurations within a Microsoft Active Directory framework

- Setting up and configure all types of desktop end-user equipment and keep the asset management database up to date.
- Understand the setup and maintenance of network cabling and rack design in the office. Have some knowledge of the connectivity of switches and routers (for troubleshooting purpose)
- Virtualisation software (Hyper-V) - using/managing VMs
- Enterprise server operating systems (OS) (Windows Server 2012R2& Linux)
- MS Exchange 2013 upwards. Office 365
- NAS - monitoring and storage assignments

Qualities and Skills Required:

- Excellent written and spoken English
- Good administration, planning and organisational skills (working to deadlines and prioritise one's own workload).
- 'Change, incident & problem management'
- Highly focused with a first-class attitude to attention to detail and quality
- Creative and lateral thinking, in order to deliver ideas generating process improvement and implementation efficiencies
- Ability to work on multiple tasks in isolation and within a team
- Highly resilient, remaining calm and stable under pressure
- Excellent communication and interpersonal skills
- A positive and proactive attitude
- A flexible approach, enthusiastic manner and demeanour
- Desirable qualifications (ideally): Microsoft: MCSA/MCSE, Cisco: CCNA/CCNP
- Willing and able to travel to multiple geographic locations when required
- Be the 'caretaker' of business processes relating to Office 365 and possess the ability to creatively develop potential external applications.
- Manage an audit all processes for the Office 365 ecosystem for both internal and external customers.
- Imaging solutions similar to WDS/MDT, SCCM, Ghost or Altiris
- Understanding of ITIL processes preferred & v3 certifications a major plus

About the Benefits:

- Salary from £25,000 per annum for the right person, depending on experience.
- 28 days holidays (including bank holidays)
- Free parking
- Monday to Friday - Full time hours of 37.5 per week
- Training and personal development and career expansion opportunities