



JOB SPECIFICATION

IT SUPPORT ENGINEER

LOCATION: YORK, UK

SALARY: COMMENSURATE WITH EXPERIENCE

(MUST HAVE OWN TRANSPORT)

BENEFITS

- Up to 33 days' holiday including bank holidays plus long-service increase
- Great flexi-time arrangement available
- Government workplace pension
- Free onsite gym
- Free parking
- Free work wear
- On site crèche
- Staff discount

INTRODUCTION

We are looking for a skilled IT Support Engineer to join our team, providing a full range of first, second and third line technical support activities to the business, together with active involvement in the delivery of an extensive portfolio of IT infrastructure projects. This is a hugely varied and challenging role which will suit an enthusiastic, motivated individual.

This is an extremely exciting time to join a company with ambitious expansion plans.

DUTIES

The IT Support Engineer role will include, but not be limited to, the following duties and responsibilities:

- Provide high quality support (face-to-face and remote) to non-technical people whilst resolving support issues and service requests in the incident ticketing system.
- Respond to alerts as required including testing, debugging and troubleshooting and provide detailed information on the nature of issues encountered.
- Provide technical input and support on a wide range of IT infrastructure projects.
- Research into new products and technologies.
- Documenting and following test plans.
- Ensuring documentation is correct and up-to-date.
- Create and maintain server builds, configurations and provisioning.
- Providing assistance and expertise to other team members, as required.
- Involvement with IT audits and pen tests, and assisting in remediation of outstanding risks.
- The role will involve being part of an on-call rota, including cover at weekends and bank holidays.



JOB SPECIFICATION

SKILLS AND EXPERIENCE

We are looking for someone who strives to provide an exceptional level of service, with demonstrable experience in the following skill sets:

- Ability to perform well under pressure and use initiative.
- Ability to be methodical and follow documented procedures.
- Strong Interpersonal skills.
- Strong Communication skills.
- Solid understanding of infrastructure security principles.
- Equally comfortable working in a team and as an individual.
- Understanding of ITIL concepts
- Strong technical skills in a wide range of technologies, to include the following:
 - Windows 10
 - Windows Server (e.g. 2012, 2016, 2019)
 - Hyper-V / Vmware
 - AD, Group Policies, DHCP, DNS
 - SCCM
 - Telephony (pref. Mitel)
 - Server and client hardware (pref. HP)
 - Switch/Wifi management (pref. Cisco/Meraki)
 - Firewall management
 - Printers/Scanners
 - Back-end (e.g. Veeam, antivirus)
 - General troubleshooting

QUALIFICATIONS

- Educated to A-Level standard.

BENEFICIAL

These skills would be beneficial but are not strictly necessary for the role.

- ITIL Foundation
- Technical vendor qualification (e.g. Microsoft, Cisco, Meraki)

Please note that the successful candidate will be required to undergo a Standard DBS check