
Systems Engineer

The department

The Service Desk is responsible for supporting and maintaining our client's IT systems and for providing efficient desktop support to all end users. The department is responsible for resolving any IT-related faults quickly and efficiently, including a broad range of queries from how to set up an email account to advanced system diagnostics, plus enhancing and developing the IT provision extended within our clients.

The position

This role provides advanced technical support to Techcares customer base to ensuring smooth service across all physical and virtual workloads. The position is also responsible for deployment, monitoring and enhancing not only customer IT infrastructure and service improvement but also internal improvements.

Responsible to

This role reports directly to the Service Delivery Manger

Duties/areas of responsibility

The position will involve the following areas of responsibility

- Supporting the IT strategy and strategic projects delivered by the Service Delivery Manager
- Provide first class post-sales support to Techcare's Managed Service Customers
- Ensuring Remote Monitoring and Management Alerts are resolved quickly and efficiently so as not to impact client business
- Work to clear objectives, evaluate progress, and instil a high-performance culture with focus on teamwork, service excellence and ownership for resolving customer issues
- Ensuring Tickets are resolved within defined SLAs
- Provide mentoring and training to support staff as appropriate
- Develop individual performance, technical skills, and service improvements as appropriate

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- Communicate openly to the Service Delivery Manager, suggesting and driving forward ideas about how we can improve service delivery and customer technology
 - Work to business objectives and targets
 - Remain aware of new product developments within the technology space, providing input and tactical direction to the business on customer service and support challenges
 - Ensure client data is secure and back-up systems operate effectively
 - Ensure client technical issues are diagnosed and resolved promptly
 - Undertake small-to enterprise-sized IT projects as instructed by the Service Delivery Manager
 - Responsible for the smooth running of all client IT systems, including but not limited to anti-virus software, print services and email provision.
 - Ensure high quality, up-to-date documentation exists for all service arrangements including an accurate customer database record and asset register database.
 - Regularly meet with Service Delivery Manager to review how service is being delivered and what can be improved
 - Implement, maintain, and improve existing and new processes in line with ISO9001
 - Consult on infrastructure problems and provide suitable networking solutions
 - Responsible for the planning and implementation of regular client anti-virus, asset, firmware, and update audits
 - Day to day break fix support including escalated tickets and project work
 - Pro-Actively engage with customers on top issues and priorities
 - Be technically competent with the solutions Techcare provides

Other

- Performing basic administrative support duties, as required, to meet specific operational objectives
- Performing miscellaneous job-related duties as assigned by the Service Delivery Manager

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- Working extra hours to meet deadlines, as required and where reasonable
 - Providing scheduling and operational assistance as required
 - Providing assistance as required to the Service Delivery Manager
 - Providing assistance and support to colleagues in IT related matters
 - Ensuring that a high level of customer service is provided to all internal and external customers
 - Maintain a safe working practice for your own health and safety and that of others in the workplace

Special requirements

- Adhering to company protocol
- Additional responsibilities as requested by the Service Delivery Manager

Desired Skills

- Microsoft 365 Certified: Administrator Expert
- Azure/AWS Architecture/ Integration/ Migration
- KnowBe4 deployment and administration
- WatchGuard Firewall (Including BOVPN) deployment and administration
- Ubiquiti deployment and administration
- Meraki deployment and administration
- Networking Physical/ Virtual (VLAN, LACP,STP,QOS,ACL's, VRRP)
- Server Physical/ Virtual (HPE/Hyper-V/VMware)
- Security Best Practices
- Scripting/ Automation
- VPN deployment and administration
- Documentation advocate
- BCDR deployment and monitoring
- Connectwise Manage/ Automate experience
- Soft Skills - Excellent communication, problem-solving, and teamwork skills, as well as the ability to handle high-pressure situations

Working Hours

- 8:00AM Until 16:30PM Monday to Friday (This will be subject to change as the business is aiming to cover the hours of 7:00AM until 18:00PM in the future through varying shift patterns)
- Minimum 1 weekend on call rota covering Saturday – Sunday 8:00am until 17:00PM for PI support only.
- 30 minutes unpaid lunch.
- As with all IT roles expect last minute out of hours cover and away from home working on evenings/ weekends, sometimes at short notice.

Remuneration

- Salary from £27,000 Per Annum DOE
- 27 Days Holiday plus 8 Days Bank Holiday
- Private Healthcare including mental health cover, and employee assistance program (after completion of probation)
- Benefits including 50% off Gym membership, up to 40% off Garmin watches and other healthcare related benefits.

Place of work

- Techcare Head Office, Unit 119 Wheelhouse Road, Anglesey Court, Rugeley, WS15 1UL