

Systems Engineer

Salary: From £27,500

Founded in 2008 and based in Staffordshire, Techcare specialises in providing a range of cybersecurity and IT services to mid-market organisations, focusing on clients with 50 to 250 seats. With a revenue target of £2.5 million for 2024, we are looking for experienced Systems Engineers to join the team.

About the Role

The Systems Engineer position is responsible for proactively supporting and maintaining Techcare's client's infrastructure with duties such as remote desktop support, performing server tasks and monitoring the IT infrastructure, plus general maintenance of all IT-related hardware/software. Ensuring that a high level of customer service is provided to all customers in support of the Techcare ethos.

The Role

Reporting to the Service Delivery Manager, your key responsibilities include the following:

- Provide initial contact for IT support requests, diagnose and resolve technical issues, and ensure excellent customer service.
- Log all IT-related calls/issues, maintain accurate records of user requests, issue resolutions, and update the IT asset register.
- Ensure efficiency and security of all client IT systems, including antivirus, backups, and server health.
- Quickly resolve Remote Monitoring and Management alerts to minimise client business impact.
- Support, configure, and maintain desktops, laptops, and servers, including software installations, fault finding, and applying upgrades/patches.
- Handle network patching, set up/configure new servers, and ensure proper server maintenance, including Office 365 mailbox management.
- Escalate unresolved issues and arrange for external technical support when needed.
- Undertake IT projects, from small to enterprise-sized, as instructed by the Service Delivery Manager.
- Implement, maintain, and improve IT processes, ensuring compliance with HR requirements.
- Maintain safe working practices for personal and workplace health and safety, and participate in on-call or after-hours support as needed.

Qualifications / Skills / Experience:

- Full and clean UK driver's license
- Required - experience with M365 internal management, InTune, autopilot, teams, sharepoint, onedrive, purview, and data compliance. Data migrations and tenant deployments.
- Required - Microsoft Azure fundamentals, entra ID experience, Compute, storage and networking experience, azure virtual desktop and general cost analysis,
- Required - experience in standard windows server roles
- Firewall management
- Sound networking knowledge
- Desired, experience with Watchguard, Meraki, Ubiquiti
- Endpoint support experience across a range of OS's
- Experience in SIP telephony
- Experience in cloud back-up products
- Great communication, time-management and problem-solving skills.

Benefits

- Private Health Insurance
- Big brand discounts, including discounted gym membership
- Opportunities to grow, learn, and progress your career.