



2nd Line IT Technician – Your Location

We are hiring a talented 2nd Line Helpdesk Technician for a growing, well respected MSP in your location. They are a niche SME with a hands on MD, who empowers everyone to work together, gives trust and develops the team. They will provide full training on systems the business and how they work, additionally they will provide paid for Microsoft qualifications. You will need to have a driving licence due to the rural location of the office.

Experience of the following

Windows Client Operating Systems (Windows 8, 10, Mac OSX)
Solid understanding of small business networking (Routers, Firewalls, VLANs, APs)
PC/Server hardware, troubleshooting and installation
Office 365 deployment and configuration

Typical duties with this role include:

Working on the helpdesk receiving telephone and email requests from clients as well as making call-backs
Investigating and resolving faults and incidents with the IT systems we look after
Providing remote support using our helpdesk system
Travelling to site to carry out support work where required across the South-East and occasionally London
Monitoring backup systems and their status
Responding to alerts and managing incidents, outages and our response
Performing proactive maintenance and projects – or making recommendations
Managing tickets and jobs, maintaining accurate notes, paperwork and documentation
Installations and small projects
Support and configuration of Hosted Telephone Systems (VoIP)

The hours of work are 40 per week, with some shift work from 8am and 6pm.

The Salary is £32,000 to £37,000 Negotiable

The benefits are

- 23 days holiday plus bank holiday
- Pension
- WFH/Office Flexibility post probation
- Social company



- PHI
- Perkbox

In order to be considered for this position you will need to have the right to live and work within the UK without the need of company sponsorship.