Senior Technical Engineer

An amazing opportunity has arisen for a senior 3rd line support engineer to join a well-established and growing IT service provider based central London.

You will join our highly experienced and dynamic support team providing exceptional customer service and high quality technical assistance. Main responsibilities will involve daily systems monitoring, maintenance and incident resolution. Also, an opportunity will be given to assist with projects including system, service design and testing.

Candidates are required to have strong analytical and technical skills, good interpersonal skills and be a team player, with a proven desire and ability to quickly pick-up new processes and technologies. Must be able to prioritise and manage own time effectively and able to work unsupervised.

Essential skills:

Previous experience of similar role
Logical and analytical approach to fault finding
Strong technical communication and documentation skills
Ability to time manage and prioritise
Exceptional customer service skills
Understanding or qualification in ITIL
Open minded and willing to learn

Technical in-depth knowledge:

Microsoft Server 2008R2/2012R2
Microsoft Exchange 2010/2013
Microsoft Office 365
Virtualisation using ESXi and Hyper-V platforms
Routing, firewalling, switching
VPN, MPLS, Remote Access
A good working knowledge of OSX and UNIX/Linux
Monitoring using PRTG, Icinga, Nagios, Zabbix or similar tools

Benefits:

Competitive salary based on experience: £38,000 - £45,000
Up to 25 days holiday (plus bank holidays)
Paid overtime
Discretionary bonus
Personal development opportunities

You will be working on a shift pattern between the hours of 8:00am and 6:00pm Monday to Friday and we will need you to be able to work flexibly to response to emergencies or support projects which usually happen during out of business hours. We have a company vehicle, so a full UK driving license is desirable. Role is office based, but occasionally will require travel to sites which are mainly located in London, but some are outside or even abroad.