

Fast growing IT company based in the centre of Birmingham is looking for a well-rounded 2nd Line IT professional to join our dynamic Technical Support team. As a senior engineer you will be responsible for dealing with and resolving more advanced technical issues that may arise from time to time.

Main Duties of the Role

1. You will be responsible for resolving advanced technical issues and overseeing client projects including Server upgrades, desktop refresh programmes, network installs etc.
2. You will be expected to provide IT Support to our clients over the phone and onsite
3. You will be expected to assist the sales team to provide advice and recommendations for a wide array of IT Solutions.
4. You will be expected to advise existing customers on technology that will help them become more productive (i.e. upgrades, refresh programmes, cloud technology etc.)
5. You will be expected to act as a mentor within the technical team - guiding and advising junior engineers
6. Be the 'yes' man as far as clients are concerned, and ensuring what has been promised gets delivered and within suitable time frames managing their expectations.
7. Liaise with customers and have a near 100% no-call back rate, whereby all of the information required is captured on the first call.

The ideal candidate will be a generalist IT technician with experience working with most if not all of the following technologies:

1. SBS /2008/2011 & Server 2008/Server 2008 R2/Server 2016
2. Active Directory
3. Virtualisation (e.g. VMWare, HyperV, Xen Desktop, Xen App)
4. Exchange 2003 - 2016
5. Office XP - 2016
6. Business Firewalls (Sonicwall, Cisco, Checkpoint, ISA)
7. Terminal Services / Remote Desktop Services
8. Basic SQL Configuration
9. Remote Working (SSL VPNs)
10. Thin Client Configuration
11. Hardware Maintenance & Support (including RAID configuration on Dell/HP Servers)
12. Configuring and deploying Office 365
13. Network skills such as configuration VLAN's and subnetting
14. Blackberry Enterprise Server

15. McAfee Backup Exec & End Point Encryption

16. 3CX VOIP System

Main Personable Attributes:

- Because of the diverse nature of this role the successful applicant will need to be what we term a **geek by nature, not only by qualifications**. This means that you live and breathe technology and are prepared to think “outside of the box” when resolving client issues or recommending IT solutions to solve a problem.
- The ideal candidate must be a multi-talented team player, self-motivated and self-disciplined. You must also be confident talking to people who are technical to the highest degree.
- You should have a good attitude, the ability to work in a team whilst delivering a high level of customer service. On a personal level the candidate will have an analytical approach to fault finding and be resourceful and mature in the times of heavy workload. Excellent interpersonal skills are required and attention to detail when needed.
- You must be highly professional with vast commercial awareness - you must be confident speaking to business executives including MDs, FDs and IT Directors.
- You must possess a UK Driving licence as you will be asked to provide onsite support at customers sites.

Salary £22,000 - £27,000 (depending on experience)