3rd Line IT Support Engineer | JOB SPECIFICATION

About inTEC

We are a UK wide group of ICT (Information & Communications Technology) experts enabling businesses to work smarter through technology. We specialise in the design, implementation, and support of a range of Cloud services and business applications including I.T. managed services, I.T. infrastructure support, hosted collaboration, and mobile communication solutions. Across the group, we have a current team of over 80 experienced staff members with office locations in Altrincham, Stockport, Kendal, Leatherhead, Ulverston and our head office in central Manchester.

Our mission

Our aim is simple: to work with our clients to bring together organisation design, processes, and technology, to achieve business goals and deliver a standout customer experience. We are looking for enthusiastic people who are passionate about customers and want to be part of a fast-growing technology business with endless opportunity.

Role profile

Job title	3rd Line IT Support Engineer
Location	Manchester
Hours	37.5 hours
Salary	Up to £45,000 dependent of experience
Holidays	22 days increasing by 1 day per year, up to 25 days

What will you be doing day-to-day?

This an opportunity to work for a dynamic and fast-growing organisation. The purpose of the role is to install and support IT systems and infrastructure for our clients.

We are looking for a cloud focused engineer - experience of implementing and administering MS Azure and the Microsoft 365 suite would be highly beneficial.

At inTEC we pride ourselves on strong communications skills - you will be regularly communicating with clients to ensure they are satisfied with the service you are providing.

Your aim is to solve every reported problem - your goal as the 3rd line engineer should be to prevent further deterioration or escalation of client issues.

If you would like any extra information, feel free to contact us with questions:
peopleandculture@intecbusiness.co.uk

Queens Chambers, 5 John Dalton Street, Manchester M2 6ET│ 0345 565 1767 │ intecbusiness.co.uk
inTec Business Solutions Limited t/a inTEC BUSINESS. Registered in England. Company No. 10148775.
Registered address: Reedham House, 31 King Street West, Manchester M3 2PJ.

Overview of the role

- Provide technical support for a wide variety of current and new technologies for a range of SMB and Enterprise clients
- Provide technical guidance and be a point of technical escalation when required to ensure high levels service are delivered and maintained
- Assist with managing company internal IT systems
- Work closely with Sales Account Managers and clients to develop proposals that are technically ratified
- Assist with IT project implementations, from planning and design through to completion

Company and department responsibilities

Full details of the role will be discussed with you at interview, so you can ask any questions you may have.

You would be joining a team of IT engineers providing remote and telephone support for SMB and Enterprise customers. As part of the role, you will be acting as the escalation point whilst also acting as a mentor to the 1st/2nd line support team through knowledge sharing.

Your role will be to provide technical advice and practical assistance to our clients and end users including the following functions:

- Assisting in 1st/2nd/3rd line technical support to our clients, answering support queries.
- Implementing IMACS (Install, Moves and Changes).
- Provide 3rd line server support in conjunction with our Service Desk team.

Diagnosing and resolving of complex issues in a Microsoft environment:

- Windows Server 2019
- Hyper-V
- Exchange
- SQL
- Active Directory
- Microsoft 365
- Azure
- Intune
- SharePoint

Excellent problem solving and trouble-shooting skills with an ability to isolate problems to specific parts of a system and diagnose under tight time constraints.

Resolving issues with PCs, networks and networked devices (printers, scanners, switches etc.). Performing System administration and maintenance.

To take ownership of user problems and be proactive when dealing with user issues.

Creating and updating technical documentation including work instructions, standard operating procedures/manuals.

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Personal attributes

You will be a technology enthusiast who is good with people and enjoy solving problems. You will be able to work both under direction and on your own initiative, prioritising jobs as required. You will be an approachable and supportive team player, providing technical guidance and help as required. You will be keen to learn and gain experience with new technologies and enjoy being part of a fast-growing business.

Qualifications and experience

• A passion for a wide range of enterprise grade infrastructure technology is essential (networking, server and endpoint, cloud, security).
• A minimum of five years' experience in a similar IT role.
• Experience of working with and supporting a range of information technologies, the following preferred:

> - Microsoft technologies: 365, Azure, Windows, AD, Server and Exchange
> - Networks: network switches, wireless networks, routers, cabling infrastructure
> - Cyber security: firewalls, web filters, advanced protection and recovery
> - Cloud technologies
> - VMware / Hyper-V
> - Back-up solutions: Veeam, cloud backup

• Desirable qualifications:
> - Cisco CCNA
> - VMware VCP
> - Citrix
> - Microsoft Certified – e.g., Azure, 365, Security
> - Certified Wireless Network Administrator (CWNA)

Our Culture

The I.N.T.E.C. Values are at the heart of everything we do with our people and customers. We have a team of Culture Champions who ensure inTEC is a fun, fair place to work where everyone feels valued and seizes their opportunity to grow.

> **I**NNOVATION - we are excited by the solutions that our technology creates
>
> **N**URTURE - we support and develop our people to succeed
>
> **T**EAMWORK - we collaborate with our customers, people, and partners for growth
>
> **E**XPERTISE - we are passionate about sharing our knowledge
>
> **C**USTOMER - we are proactive and always go the extra mile for every customer

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Our Community

Corporate Social Responsibility (CSR) is very important to our business and our team. Our approach to CSR is based on the following principles:

- To maximise the benefits that our work has on the people around us
- To integrate CSR into strategic and operational decision-making
- To comply with all applicable legislation, regulations, and best practice

We consider CSR from three distinct perspectives:

- **Community** - helping people understand the role we play within the community and contributing our expertise to enhance the work of charities, sports clubs, and volunteer groups
- **People** - finding and developing great people throughout their inTEC journey
- **Environmental Management** - managing our impact on the environment in a responsible and ethical manner

Further information

www.weareintec.co.uk
www.intecbusiness.co.uk
www.linkedin.com/company/intecbusiness/

Next steps

Please email your CV and covering letter or any queries you may have to our People and Culture Department at: **peopleandculture@intecbusiness.co.uk**

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