3rd Line Support Engineer
Hartlepool
£29,000 - £45,000 a year - Permanent, Full-time

The Role: 3rd Line Support Engineer for Managed Service Provider

Do you want to join a team that works together, appreciates and supports each other and ENJOYS hard work? Then we need to talk…

As we continue to expand, we're looking for a skilled 3rd Line Support Engineer to join our dynamic team with a solid experience in all aspects of technical support. The support engineer will be responsible for investigating a wide range of issues in the Education and SMB sectors.

This will be a hands-on technical role with plenty of opportunity to explore new technologies in both test and live environments, as well as gain industry recognised training and qualifications.

The successful candidate should be a driven individual, that enjoys problem-solving and taking control of situations to drive home technical solutions whilst always putting our clients' needs first.

Main Duties and Responsibilities:

As a highly motivated and conscientious individual, your main areas of responsibility will include:

- To provide 3rd line support to end-users via phone, email, or in-person
- To escalate & work with third party suppliers and vendors to successfully resolve issues
- To undertake audits and provide recommendations on customers' IT environment
- Resolve technical issues and assisting other members of the support team
- Creation of technical design documentation and proposals

Knowledge, Skills and Experience Required:

- A high level of technical skills is essential for this role, with a fundamental understanding of Microsoft desktop and server products, including virtualisation and cloud technologies, along with networking knowledge of LAN, WAN, Routers & Firewalls.

- Proven experience as a 3rd Line Support Engineer or similar role, ideally within an MSP or educational sector.
- Excellent communication skills
- Excellent design documentation skills
- Client focussed
- Able to work well as part of a team as well as individually
- Decision making – displays a willingness to make decisions; exhibit sound and accurate judgement and include appropriate people in the decision-making process
- Highly motivated – Sets and achieves challenging goals
- Quality management – ability to look for ways to improve and promote quality
- A fast learner with the ability to follow processes and procedures, you will be able to prioritise and manage several open support tickets at the same time

- Strong troubleshooting ability
- Windows 10, 11 & Mac OS
- Networking: LAN, WAN, VPN, VLANs, Switches, Managed WIFI, Firewalls and Routers
- Microsoft 365 and Azure with Mobile Device Management including Intune and JAMF
- VoIP Phone Systems
- Solid experience and understanding of installation, configuration and maintenance of Windows Server 2016 upwards, with Active Directory Services and Group Policies
- Server 2016 onwards, Active Directory, SCCM, PowerShell, Backups, Hyper-V, VMWare and Failover Clustering

Qualifications Required:

- Although no formal qualifications are essential for this role, the successful candidate should have relevant work-related experience, attain a good all-round standard of education and have a good knowledge of current IT technologies.

Desirable Skills/Knowledge

- Knowledge of Aruba Central
- Knowledge of Sophos Firewalls
- Knowledge of the Autotask and Datto stack
- Full UK driving licence and have use of own car

Causality. IT Ltd. F3, 12 Selsdon Road, London, E11 2QF

Company Number: 11575751 VAT Registered: 314 6479 96

www.causality.IT   info@causality.IT