**Position: 2nd Line IT Support**

**Location: North-West London**

**Type: Permanent**

**Rate/Salary: £40-45k + Benefits**

**Target Start Date: ASAP**

Job Description:

Our client is currently looking for a 2nd line support engineer to onboard and assist with both BAU support and project requirements. Looking for a support analyst who has varied technical support experience and has ideally had experience working in small to medium-sized environments of approximately 800 users.

Keen for candidates who have experience supporting Office365 and preferably O365 migration experience and Azure WVD environments.

Please note that this position will be an office-based role but may require site visits to our other sites.

**Key Responsibilities**:

* Provide comprehensive technical support and troubleshooting assistance for clients via phone, email, or remote desktop tools, specifically for Windows 10 & 11, Mac operating systems, hardware and Mobile devices.
* Investigate and resolve technical issues reported by staff such as Printing, VOIP etc, ensuring timely resolution to minimize downtime and maintain productivity.
* Assist in the installation, configuration, and maintenance of computer systems, servers, and network equipment for all sites.
* Collaborate closely with the 1st Line Support team to escalate and resolve complex issues effectively, ensuring seamless service delivery.
* Work in synergy with other team members to deliver efficient support services and enhance overall customer service satisfaction.
* Document all support activities and resolutions in our ticketing system to maintain accurate records and facilitate knowledge sharing.

**Responsibilities / Essential Skills**

* Minimum of 3 years of experience as a 2nd Line Engineer, providing remote and onsite technical support.
* Strong troubleshooting skills and a solid understanding of IT systems and infrastructure.
* Proven experience in supporting Windows and Mac operating systems, with a foundational knowledge of network connectivity and protocols.
* Familiarity with Active Directory, Office 365, Intune and cloud-based services.
* Ability to work independently and effectively prioritize tasks in a remote setting.
* Experience with remote support tools such as TeamViewer, GoToAssist, or Remote Desktop Protocol (RDP).
* Sound knowledge of networking concepts, including TCP/IP, DHCP, DNS, WAN.
* Demonstrated understanding of router, switch, and access point configurations and diagnostics.
* Excellent customer service skills and a proven ability to build strong working relationships.
* Self-motivated with effective initiative and accountability to maintain the highest standards of support.

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