

**3rd Line IT Support Technician**

**Stockton-on-Tees**

**Permanent**

**Salary: £40-45k + Benefits:**

**The Opportunity:**

We are working with an MSP. This is a great opportunity to join a dynamic and expanding support team as a 3rd Line IT Technician and be part of an exciting journey to deliver exceptional IT support to a diverse client portfolio. From engineering to construction, accountancy to auto-mechanical engineering, you'll immerse yourself in various industries, working with cutting-edge hardware and software. In this full-time role, you'll experience the entire IT lifecycle, from strategic planning to seamless deployment, maintenance, troubleshooting, and support. With strong technical expertise, effective communication skills, and a knack for meeting deadlines, you'll excel in tackling new technologies and software. Take this opportunity to make your mark and thrive in a fast-paced, ever-evolving IT environment.

**Key Responsibilities:**

* System Deployments: Play a crucial role in deploying new IT systems, ensuring smooth transitions and optimising performance.
* Technical Expertise: Tackle 3rd line technical-related tasks, leveraging your deep knowledge to resolve complex issues and provide advanced troubleshooting.
* Efficient Work Monitoring: Utilise our advanced job monitoring systems to track and communicate work progress, ensuring seamless collaboration and transparency.
* Dynamic Support: Seamlessly handle day-to-day support tasks, both on-site and remotely, utilising our cutting-edge remote support tools.
* Continuous Customer Satisfaction: Maintain a high level of customer service, delighting clients with your technical expertise, problem-solving skills, and friendly approach.
* Innovate and Improve: Embrace a culture of innovation, constantly seeking opportunities to improve processes, enhance customer experiences, and drive excellence.

**Skills and Technical Experience:**

* Microsoft Expertise: Microsoft Desktop and Server Operating Systems
* Cloud Proficiency: Knowledge and experience with Microsoft Cloud services including Microsoft 365
* IT Prowess: Understanding of IT principles, DHCP, DNS, TCP/IP, Switches/Routers/Firewalls, and virtualisation.
* Effective Communication: Strong communication skills for seamless collaboration.
* Calm and Composed: Ability to thrive under pressure and resolve complex challenges.
* Continuous Learning: Enthusiasm for expanding IT knowledge and qualifications.
* Mobility: Full driving license and own transport for on-site support. Ability to work calmly under pressure
* Certifications, qualifications and experience required:
* Industry certification from Microsoft, Cisco, or other industry certifications is essential. A Computer science-related degree would be beneficial. Hands-on experience in a similar role of 5 years+ is also preferred.
* Previous work experience at an IT MSP is also desired but not essential.

Security Checks: The successful candidate will need to undergo DBS checks.

Benefits:

* Excellent private healthcare package
* Health Care Scheme: Prioritise your well-being with our comprehensive health care benefits.
* Continuous Learning: Access in-house and online training (Microsoft, Sophos, Watchguard) to enhance your skills.
* Extra Annual Leave: Celebrate your commitment with an additional day off per year employed.
* Company Laptop and Mobile Phone, provided.
* Enjoy complimentary Soft Drinks, Tea and Coffee.
* Breakfast items are provided to help get your day started.
* Discounted or free food
* Free parking
* Health & wellbeing programme
* On-site parking
* Private medical insurance

Causality.IT are acting as an employment agency.