



## 2<sup>nd</sup>/3<sup>rd</sup> Line Support Engineer

23Technology currently have a vacancy for a 2<sup>nd</sup>/3<sup>rd</sup> Line Support Engineer to join our expanding IT support and cloud consultancy business. Based in Chineham, near Basingstoke, we are a Centerprise International Group company offering employees scope to develop and participate in a wide variety of projects. We are looking to add a new member to the team who is passionate about IT support, self-driven, results-oriented with a positive outlook, a clear focus on high quality, delivering on time and budget.

We provide outsourced technical support to around 2,000 users in the manufacturing and professional services sectors as well as NHS Trusts, Schools and NGOs. As a technical expert for many of our clients, you must be a **good face-to-face and telephone communicator** and be able to build an instant rapport with both clients and colleagues. You will have certification with one or more of our partners: **Citrix, Microsoft, VMware**. Working knowledge of the following technologies would be viewed upon favourably – **Microsoft Azure, Amazon Web Services, Office365 and Google Apps**.

Analytical and problem-solving skills are a must and you should demonstrate a **track record in client-facing project delivery and technical support**. As a 2<sup>nd</sup>/3<sup>rd</sup> Line Support Engineer, you will be responsible for:

- **Leading on-site delivery of new infrastructure provision** and upgrades as well as ongoing support and troubleshooting.
- **Resolution of reactive and proactively raised issues** with customer infrastructures and end-point devices; including, but not limited to, functionality, performance, capacity and stability.
- **Planning and undertaking of scheduled work packages** for routine, preventative maintenance and new initiatives.
- Adherence of **change control and release procedures** in-line with client expectations.
- **Maintaining knowledge base and configuration documentation** into CMDB to improve the overall effectiveness of 1<sup>st</sup> Line staff.
- **Development of scripts and automation tools** to improve effectiveness of both 1<sup>st</sup> Line staff and self-service capabilities for our customers.
- Daily task management and updates in service management database.

The 2<sup>nd</sup>/3<sup>rd</sup> Line Support Engineer is a hands-on role with the **majority of tasks undertaken at clients' premises**. Therefore, a **full clean driving license** is a must as is access to your own vehicle (travel expenses will be reimbursed). When not at clients, you will be based in our Chineham office to resolve client issues using our remote monitoring and management system and IT service management platform.

23Technology have helped over 10,000 users move from legacy PCs and laptops to a more responsive, flexible and secure cloud-based or virtualised desktop environment. This is the next stage of IT support and development, so the 2<sup>nd</sup>/3<sup>rd</sup> Line Support Engineer should demonstrate **knowledge in the fields of mobile and cloud infrastructure or programs**. For



some of our cloud migration projects, you will be the **key engineer**. Throughout the migration process, you will provide **advice and guidance to clients on site** with regard to trouble shooting and operation of their new desktop, equipment and software. You must also possess excellent written skills to produce clear and concise documentation for knowledge base articles and service documentation.

In return, we offer a **competitive salary and 23 days holiday per year**. We are committed to the development of our employees and, as such, we will support you in attending **regular training** to develop the knowledge required for your job role.

For further information, or a confidential conversation about your suitability for the role, please contact Paul Foster on 0118 902 6445 or email [careers@23technology.com](mailto:careers@23technology.com).

**To apply for this vacancy, please send your CV and cover letter to:**

**Paul Foster  
23 Technology Ltd  
Lime Tree Way  
Chineham  
Basingstoke  
Hampshire  
RG24 8GQ**

**Alternatively, you can email your application as a pdf or word document to:**

**[careers@23technology.com](mailto:careers@23technology.com)**