



2nd Line Support Engineer

23Technology currently have a vacancy for a 2nd Line Support Engineer to join our expanding IT support and cloud consultancy business. Based in Chineham, near Basingstoke, we are a Centerprise International Group IT services 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 of at least 2 – 3 years of 2nd level technical support. The 2nd Line Support Engineer is a hands-on role based in our Basingstoke office. You will resolve client issues using our remote monitoring and management system and IT service management platform. As a 2nd Line Support Engineer, you will be responsible for:

- 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.
- Daily task management and updates in service management database.
- Maintaining knowledge base and configuration documentation into CMDB to improve the overall effectiveness of 1st Line staff.
- Development of scripts and automation tools to improve effectiveness of both 1st Line staff and self-service capabilities for our customers.

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 2nd Line Support Engineer should demonstrate knowledge in the fields of mobile and cloud infrastructure or programs.

This is a new position within the organisation. As you grow into the role, there is scope for the successful candidate to support on-site delivery of new infrastructure provision and upgrades, cloud migration projects, as well as more involved support and troubleshooting at clients' premises. Therefore, a full clean driving license is advantageous, as is access to your own vehicle.



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 01256 378123 or email 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