

**Date :** July 2018

**Ref :** 2<sup>nd</sup>/3<sup>rd</sup> Line Technical Support / Project Delivery Engineer

**Role :** Provide technical support and complete project tasks for commercial contract customers within an IT Technical Support Department.

Essential requirements:

- Team player - a motivated individual with high standards of customer service
- Excellent written and verbal communication skills at all levels to both technical and non-technical audiences, including 3<sup>rd</sup> party vendor management as part of a larger project team
- Aptitude for continuous learning and development
- Must be presentable, confident & articulate with an excellent telephone manner

Must have 2 years' experience of the majority of the following:

- Excellent analytical and problem-solving skills, with a strong attention to detail even when working under pressure
- Knowledge of Microsoft OS up to Windows Server 2016 and Windows 10 including Active Directory, DNS, and network topologies including wired and wireless security.
- Office 365 Administration, Office 365 Migrations desirable
- Implementation and support of Microsoft Exchange 2013 or higher
- Azure Administration and Migrations
- Platform as a service (PaaS) and Infrastructure as a Service (IaaS) built around Azure is desirable
- Network switching and WiFi implementation
- Server and workstation hardware builds, fault diagnosis and problem resolution
- Virtualisation technologies ideally including Hyper-V and VMWare
- High availability builds using both clustering and replication (e.g. VMWare HA)
- Storage technologies and solutions for high availability
- Wide range of backup, replication and imaging solutions
- Wide range of antivirus solutions ideally including ESET and managed mail security
- Centralised management of endpoint security
- Patch management, configuration management and MDM solutions desirable
- Experience of System Centre Configuration Manager and SCOM advantageous
- Deployment of client applications and application migration experience
- Network security, hardening and testing
- Enterprise Voice solutions and experience of supporting Contact Centres desirable
- Skype for Business deployment or support highly advantageous
- SQL server and SQL database administration, migration and upgrades advantageous
- All common desktop software including Microsoft Office

The job offers the opportunity to grow within an expanding company that has significant potential, working with clients on a day to day basis via email/phone and remote software. With regular visits to client offices, a confident team player is required with a high standard of organisational skills. Must be flexible, reliable and able to manage their task list effectively and able to prioritise jobs within tight deadlines. A logical approach with a high level of attention to detail is a must. Microsoft certified exams are available for career progression.

Own car and clean driving license would be advantageous. Travel costs, where incurred, are reimbursed.

Salary in the range of £24k - £30k, depending on experience. Holiday is 21 days plus bank holidays. Job based in Barnstaple, North Devon. Must live within the North Devon area. Working hours are Mon-Fri 0900 – 1730. The successful candidate will be invited to enrol in a pension scheme. Please attach a covering letter outlining why you would be suitable for the role.

Mike Matthews

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