

Date : October 2017

Ref : 2nd/3rd Line Technical support/ Project Delivery Engineer

Role : Provide technical support and complete project tasks for commercial contract customers within Lineal's IT Technical Support Department.

Essential requirements:

- Team player
- Excellent written and verbal communication skills at all levels to both technical and non-technical audiences
- Aptitude for continuous learning and development
- Must be presentable, confident and 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, TCP/IP, DHCP and all associated tools & protocols.
- Office 365 Administration, Office 365 Migrations desirable
- Implementation and support of Microsoft Exchange 2013 or higher
- Azure Administration and Migration
- 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 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 anti-spam
- 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 Contact Centre support 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 of potential, working with clients on a day to day basis via email/phone and remote software. Regular visits to client offices, and 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. Practical abilities required to diagnose hardware problems. Microsoft certified exams are available for career progression.

Essential own car and clean driving license.

Salary in the range of £22k - £25k, depending on experience. Job based in Barnstaple, North Devon. Must live within the North Devon area.

To apply, please send your CV and a covering letter outlining why you would be suitable for the role to jobs@lineal.co.uk