

**Date :** November 2020

**Ref :** Technical Support / Network engineer

**Role :** Provide technical support and complete project tasks for customers within a Technical Support team

**Lineal Software Solutions Ltd, one of the South West's leading IT and Communications managed service providers, is seeking to appoint a highly motivated and enthusiastic technical support team member to join one of our established support teams in North Devon.**

Essential requirements:

- Team player – we are seeking to find 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 communications as part of a larger project team
- Aptitude for continuous learning and development including self-directed study when appropriate
- You 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 operating systems ideally up to Windows Server 2019 and certainly Windows 10, including Active Directory and DNS
- Understanding of network topologies including wired / wireless switching, security and VLANs. Implementation of networking upgrades desirable
- Experience of basic security hardening and penetration testing would be advantageous
- Office 365 Administration. Office 365 migration experience desirable
- Implementation and support of Microsoft Exchange 2016 or higher. PowerShell experience desirable
- Virtualisation technologies ideally including both Hyper-V and VMware
- High availability builds using both clustering and replication (e.g. VMware HA)
- Storage technologies and solutions for high availability
- Platform as a service (PaaS) and Infrastructure as a Service (IaaS) built around Azure is desirable
- Azure Administration and migration experience
- Experience of server and workstation hardware builds, fault diagnosis and problem resolution
- Experience of a wide range of backup, replication and imaging/device deployment solutions
- Experience of a wide range of Endpoint Security solutions and managed mail security including centralised management and monitoring
- Familiarity with patch management, configuration management and MDM solutions desirable
- Experience of System Centre Configuration Manager / MECM and SCOM advantageous
- Experience of the managed deployment of client applications and application migration
- Enterprise Voice solutions and experience of supporting Contact Centres desirable
- Skype for Business and / or Microsoft Teams deployment or support highly advantageous
- SQL Server and SQL database administration, migration and upgrades advantageous
- Familiarity with supporting all common end user software including Microsoft Office

This job offers the opportunity for you to grow within an expanding company that has clients throughout the UK and beyond, working with clients on a day to day basis, supporting their continued success via email/phone and remote support software. With regular visits to client premises, a confident team player is required with a high standard of organisational skills. You must be flexible, reliable, able to manage your task list effectively and able to prioritise jobs within tight deadlines. You will have a logical approach with a high level of attention to detail. Microsoft and VMware certified exams, among others, are available for career progression combined with our in-house and vendor supported training programmes.

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

Salary in the range of £20k – £30k, depending on experience. Holiday is 21 days plus bank holidays. The role is 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 send an up to date CV and a covering letter outlining why you would be suitable for the role to [jobs@lineal.co.uk](mailto:jobs@lineal.co.uk)