CHARTERHOUSE

Role:	**1st Line Microsoft Technical Support Engineer**
Reports To:	2nd Line Manager
Department:	Services - Engineering
Contract Type:	Full time/Permanent
Location:	Offices Based in London/St Helens/Peterborough

Charterhouse Group is a multi-award-winning solutions integrator of cloud, connectivity, networking, mobile & security solutions. We're passionate about delivering genuine value to our clients and strive to exceed expectations in everything we do. We have established an industry wide reputation for pushing the boundaries of technology for over 27 years.

Since receiving private equity in 2018 the Company has more than doubled in size over the last 24 months not only through organic growth but also through acquisitions. As Charterhouse continues to acquire, the expansion of the business will lead to great opportunities for the development of exciting and challenging positions and as well as personal career enhancement.

We are looking for talented and highly motivated people. We understand that the key to our success is our people. For this reason, we are committed to attracting and retaining the best possible candidates. Therefore, we offer a fun, innovative and a fast-paced environment where career development, reward and recognition are a priority.

If you want to join a multi-award winning business, passionate about technology and its customers, credible in the market with a stimulating working environment - then we want to speak to you.

Our Vision

Excellence in converged voice and data solutions; creating strong strategic partnerships and delivering a great client experience from a stimulating working environment.

Our Values

Respect, Responsibility, Teamwork, Commitment, Excellence and Passion

Role Purpose

Job Description

As a member of our 1st Line IT engineers team providing IT Managed Services to our customers, you will be responsible for the progression of 1st line support cases, including incidents, Small Works and information requests assigned to you. This is an office-based role but with a flexible approach to working from home whilst keeping the focus on resolving cases remotely or onsite where necessary.

Responsibilities

- Responsible for supporting Microsoft and related IT or Network based solutions in both client virtualised (HyperV, VMWare) and physical hardware deployments.
- Ensure that 1st Line cases are managed through to resolution, ensuring customer communication, case updates, Knowledge Base articles and activities are all performed to a high standard.
- Help manage the 1st Line queue efficiently, ensuring cases are dealt with in accordance with priority level and SLA.
- Resolve cases remotely (ServiceNow/email/phone/) where possible, or directly on customer sites (as and when needed) in line with target resolve times.
- Be part of the 24/7 rota
- Make a valuable contribution to 1-2-1 and Appraisal meetings.
- Create and validate Knowledge Base Articles.
- Manage own time effectively and efficiently, ensuring expectations are managed and communicated.
- Update changes in documentation where necessary, while also providing on-going feedback in the development and improvement of documentation held for our customers deployments.
- When required, act as the customer SPOC and co-ordinate with stakeholders, ensuring the highest level of customer services and communications are maintained to resolve the incident within the prescribed SLA.
- Liaising with vendors to raise and manage cases, patch updates etc.
- Assist with the definition and embedding of a consistent set of processes and measures across the tiered support teams.
- Support the on-going development of the tiered support teams, via cross-training, documentation, knowledge share etc.
- Providing on-site support where required.

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Person Specification

Required Competencies (Skills, Knowledge, Experience and Attitude)

Essential

Minimum of 12 months experience working in a busy and dynamic IT support environment with the following technologies:

- Windows Server (2008, 2012, 2016)
- Active directory
- Virtualisation (HyperV and VMWare)
- Office 365 Administration
- Exchange Server
- Good level of TCP/IP networking and wireless networking knowledge
- Antivirus (Sophos or similar)
- Windows 7-10 client support
- Must be flexible, and able to work outside of business hours as needed.
- Excellent communication skills, both written and spoken English
- Professional and positive at all times, self-motivated and self-sufficient
- Ability to cope successfully under pressure and with shifting priorities
- Excellent collaborator and Team player, able to work on own initiative
- Assertive, adaptable and creative
- "Can-do" attitude, willing to go the extra mile
- Must have the right to work in the EU/UK

Desirable

- Microsoft Technical Accreditation
- ServiceNow experience or other ITIL aligned ITSM environments