

Role: 2nd Line Support Engineer

Department: Services - Engineering

Contract Type: Full time/Permanent

Location: St Helens, Merseyside

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.

Role Purpose

As a member of a team of experienced Level 2 engineers providing IT Managed Services to our customers, you will be responsible for the progression of Second Line IT 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 Second 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 Second 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 flexible to carry out installing duties when required and work effectively with the Project Management team to respond to customer needs and utilise engineering time for business benefit.
- Ensure personal accreditations are up to date and appropriate for work being performed
- Be part of the 24/7 rota
- Carry out incident and problem management support to the highest standards and co-ordinate the resolution with the appropriate resolver groups.
- Assist in the responsibility for the relevant training and development of new starters or junior engineers and support their ongoing integration and learning, working as a team.
- Make a valuable contribution to 1-2-1 and Appraisal meetings.
- Perform root cause analysis (RCA) for major incidents and faults when required.
- 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.
- Where required, support new technology service/solution acceptance into support.
- Building and developing strong, lucrative relationships between the company and customers as well as with our suppliers and distributors
- Providing on-site support where required.

Person Specification

Required Competencies (Skills, Knowledge, Experience and Attitude)

Essential

Minimum of 3-5 years' experience working in a busy and dynamic Managed Services environment with the following technologies:

- Windows Server (2008, 2012, 2016)
- Active directory
- Virtualisation (HyperV and VMWare)
- SANs (Dell)
- Office 365 Administration
- Exchange Server
- MS Remote Desktop Services and Thin Client Devices
- Good level of TCP/IP networking and wireless networking knowledge
- Antivirus (Sophos or similar)
- Windows 7-10 client support
- Experience dealing with external customers delivering to SLAs.
- 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
- Any other network vendor certifications such as VMware, HP Aruba, Cisco, Ruckus.
- ServiceNow experience or other ITIL aligned ITSM environments

Closing Date for applications: Friday 23rd April 5pm
No agencies please