

<b>Role:</b>	<b>1<sup>st</sup>/2<sup>nd</sup> Line Technical Support Engineer</b>
<b>Reports To:</b>	2 <sup>nd</sup> Line Manager
<b>Department:</b>	Services - Engineering
<b>Contract Type:</b>	Full time/Permanent
<b>Location:</b>	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.

As a member of our 1st/2nd Line IT engineers team providing IT Managed Services to our customers, you will be responsible for the progression of 1st and 2nd 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.

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

## **Duties & Responsibilities**

Providing 1st/2nd Line technical support, answering support queries, via ticketing system, email and telephone.

Resolve cases remotely (ServiceNow/email/phone/) where possible, or directly on customer sites (as and when needed) in line with target resolve times.

Ensure that 1st/2nd Line cases are managed through to resolution, ensuring customer communication, case updates, Knowledge Base articles and activities are all performed to a high standard.

Be part of 24/7 rota

Manage own time effectively and efficiently, ensuring expectations are managed and communicated.

## **Required Competencies**

Experience of working in a busy and dynamic Managed Services Environment with the following technologies:

- Windows Server (2012 - 2019)
  - Active directory
  - Virtualisation (HyperV and VMWare)
  - 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
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- 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 21st May 2021 at 5pm

No Agencies please