

About the Company:

Cloud2Me are a small company that specialise in providing managed hosting services to the SME. Formed in 2012, they have enjoyed steady growth into varied sectors including financial, automotive, engineering and recruitment.

They are particularly adept with transitioning customers IT services to their managed hosting service whether it be from on premise solutions or existing hosting solutions. In addition they provide their hosting services via resellers, including IT support, telephony and software businesses.

About the role:

Cloud2Me are now looking for a permanent full time experienced IT Support Systems Engineer (1st/2nd and 3rd line) to join the team to help take the business forward. They are a small team so you will not be treated like a number. You will be involved in decision making not just on specific tasks but also within the business, making you an integral and truly valued member of the team. Being within a small team, you will be required to assist within all support duties on a day – day basis.

You will be exposed to all technologies at all levels, giving you a wonderful opportunity to gain further technical and commercial insight and experience. The right candidate will be able to progress within the role once they have demonstrated their aptitude and ability.

You will be expected to be driven and be able to hit the ground running so real world key skills experience is essential. You will have a strong understanding of IT systems and their application in to SMEs.

The role will be mostly office based (Nutfield, Surrey) to cover core support hours but there will also be a requirement for out of hours work (evening/weekend) whereby overtime will be offered.

Occasional visits to data centres (South England) will be required.

Duties and Key Responsibilities:

- Act as a point of contact for phone calls, emails and tickets from customers regarding IT issues, incidents and requests
- Logging tasks and documenting fixes via Service Desk call logging system
- To maintain a high degree of customer service and take responsibility/ownership for support queries from start to finish, escalating if necessary
- Publish support documentation/knowledge base articles to assist staff with requests for information and provide staff training if required
- Contribute to Project Work when required
- Competently cover the wide spectrum of 1st – 3rd line support duties.

Knowledge of the following technical skillsets:

- 1st/2nd and 3rd Line IT Support experience on Microsoft platforms for a minimum of 3 years.
- Strong abilities in administering Microsoft Windows Server based infrastructure (ideally MS Server 2012 R2)
- Supporting a Windows Desktop Environment (1-100 user clients)
- Strong experience of Active Directory knowledge, for example creating/deleting user accounts, resetting passwords, creating groups, Group Policy Objects etc.
- Strong understanding and experience of Exchange 2010/2013

- Microsoft Office 2010 2013 2016
- ActiveSync, Iphone, Android, and Blackberry PDA setup
- Experience of backup and recovery software
- An understanding of file and folder permissions (NTFS)
- Network administration and troubleshooting, including firewalls, switches, routers, VPN, TCP/IP, IPV4, DNS, VLANs, NAT, DMZ, DHCP.
- Ability to patch systems (MS patches and rebooting etc)
- Strong understanding of Microsoft Remote Desktop Services
- Strong understanding of virtualisation technologies, particularly Hyper-V.

Exposure to the following technical skillsets would be advantageous:

- Veeam Backup and Replication
- Hyper-v Replica and general advanced Hyper-V technologies
- SonicWALL and/or Draytek firewalls
- Backup tape practices
- Comfortable working within data centres/racks
- Zendesk
- Hosting controller
- Scripting in the form of batch file or VBA
- Windows/Exchange PowerShell.
- Exchange 2016
- McAfee SaaS products
- ProofPoint email security

Experience and Qualifications

- Minimum of 3 years within 1st/2nd 3rd line support desk role
- Ideally you'll have a relevant degree and/or relevant Microsoft IT certifications such as MCP, MCDST, or MCSA, however this is not essential
- Advantageous, experience of covering 1st – 3rd line support responsibilities, within a role.

Personal Attributes:

- Build and maintain strong relations with IT colleagues and customers
- Excellent interpersonal and analytical skills
- Proactive in relation to identifying, analysing and solving problems
- Flexible and adaptable
- Experience in a client facing role
- Ability to keep calm in stressful situations
- Enjoys socialising/team building opportunities

Salary:

- £37'000 - £48'000 depending on experience.

Contact:

- Email your CV/Cover letter to recruitment@cloud2me.co.uk .