

1st Line Support Engineer

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Company: Verto People

Location: Havant

Category: computer-and-mathematical

1st Line Support Engineer / First Line Support Engineer / IT Support Engineer

Office based in Havant

Salary – up to £25,000

This 1st Line Support Engineer / First Line Support Engineer / IT Support Engineer is an opportunity for a customer-driven IT professional to join a growing MSP supporting their clients to deliver a transformative, modern workplace environment.

Package

Salary up to £25,000

23 days paid holiday + Bank Holidays

Pension Scheme

Healthcare Scheme

1st Line Support Engineer / First Line Support Engineer / IT Support Engineer

Responsibilities:

365 Administration – setting up users, changing passwords, security groups etc.

Helpdesk tickets and phone calls with clients

Attending client sites to troubleshoot and resolve issues

Responding to Endpoint Manager and RMM alerts

Update client documentation

1st Line Support Engineer / First Line Support Engineer / IT Support Engineer

Requirements:

First-hand administration and implementation experience with Microsoft 365 platform administration.

Proactiveness with dealing with tickets in a timely manner.

Solid problem-solving approach, using a mixture of customer-facing and technical skills.

Ability to interact well with customer employees, directors, and suppliers to deliver a solid, trusted and solution focussed response.

365 Administration background

Used Entra (Endpoint) previously

Full UK Driving License.

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