

## 2nd Line Engineer - Enfield, London

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Company: Van Vliet

Location: United Kingdom

Category: architecture-and-engineering

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Since 1990 Van VLIET Flower Group has grown into a significant international horticultural company, that specializes in the supply of fresh-cut flowers, greenery, sundries and potplants. With locations worldwide, Van VLIET has its largest markets in the UK, Ireland, Lithuania, Latvia, Croatia, Czech Republic, Greece, Portugal and USA.

Van Vliet consists of 4 companies that create a global supply chain able to provide a range of floral, plant and sundry products to your business.

With locations around the world, Van Vliet has built a reputation as a significant international company who provides quality products and reliable service while still maintaining competitive industry prices.

An excellent opportunity has arisen for an experienced 2nd Line Engineer (minimum 3 years) , within our large fresh flower cash & carry group, which operates internationally.

We are currently looking to recruit an experienced 2nd Line Engineer for our head office located in Crewes Hill, Enfield.

The successful candidate will be required to assist with the provision of a professional IT Services to 16 sites across the UK, remotely and also will be required to travel for work. You will be responsible for a wide range of IT to ensure the required standards are achieved.

This is a technically challenging role and would suit who enjoys working within a fast paced and diverse environment.

## **What is required from our IT 2nd Line Engineer?**

Under the supervision of the IT Manager you will be supporting with the day to day running of the department, will cover both BAU support.

Previous experience in IT for the role is essential.

Key Duties (but not limited to):

2nd/3rd line support – Basic IT, Networking, Printer Setup & Helpdesk Support

Acting as first point of contact for all 1st line IT issues.

Have a sympathetic and understanding approach to all service users.

Produce any follow up actions and escalate as necessary within the business.

To maintain a high degree of customer service for all support queries and adhere to all service management principles and SLA.

Troubleshooting and configuring

Technical ability to resolve issues/requests with and without a guide or procedure.

Technical ability to assist the IT Manager and Infrastructure.

Produce any follow up actions and escalate as necessary within the business.

Working in a fast paced in a fast paced working environment

Install and perform repairs to hardware, software or peripheral equipment, following design or installation specifications

## **Skills & Experience**

Must have worked in a customer-facing IT support role for 2+ years.

Be familiar with ticket systems, logging and remote management and monitoring processes.

Experience in trouble shooting

Able to Work with Network Cables, Switches and Patch Panels

Office Portal & Cloud Management

Able to prioritise workloads and meet deadlines

Exceptional attention to detail and accuracy together with an analytical mind-set

Provide ad hoc reports as requested by the Directors

Car driver (due to remote location)

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