2nd Line Support Engineer

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Company: TDA

Location: London Area

Category: other-general

2nd Line Support Engineer - 12 month FTC - LondonYou will be working alongside our varied Infrastructure team to deliver a timely, professional, and friendly service and provide 2nd line support for all calls that are logged either remotely or desk side.Working to SLA thresholds for incident(s), request(s) and problem(s), prioritising and managing workload effectively to deal with several open tickets.Floor-walking, desk based & remotely support the business users, infrastructure & applications.Pickup tickets and progress to resolution or escalation and keep customers updated as to the progress of their issuesUser creation & Termination in Active Directory and Azure ADSupport Windows 10&11 Operating system, Office 2019/365, Software Updates,Manage & Support desktop & laptop deployments and regular security updates via deployment tools and ensure prior testing is completedSetup & Support Exchange 2019/Office365 user mailboxesSupport Refinitiv Eikon terminals, Bloomberg Terminals, ICE/WebIce, Cloud9 Trader PlatformInstall and troubleshooting of JAVA & JAVA-patches & Local PC certificate managementTroubleshoot Citrix Workspace client issuesDesk, PC and monitor moves & adjustmentsManage mobile phone deployment and management (MDM)Support other operational teams (Infrastructure, DBAs, Application support)Assist in Procurement process and keep Asset records up to date.

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