3rd Line IT Engineer

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Company: Verus Recruitment Partners

Location: United Kingdom

Category: other-general

Position: Senior Infrastructure Engineer - 3rd Line Specialist

Location: Leeds

Salary: £30,000 - £40,000

Employment Type: Permanent, Full-time

Exciting Opportunity Alert!

Verus Recruitment Partners is thrilled to partner with an innovative MSP based in Leeds, renowned for its exceptional commitment to customers, dynamic work environment, and cutting-edge tech offerings.

As a Senior Infrastructure Engineer in this role, you'll be at the forefront of our team, serving as the go-to escalation point for Service Desk matters concerning Infrastructure and Networking. Your mission? To deliver nothing short of exceptional, expert service to our valued clientele, while being an integral part of a collaborative, high-caliber team dedicated to excellence.

Key Responsibilities:

Tackling complex third-line technical issues, setting and surpassing KPIs to uphold our standards of excellence.

Providing expert assistance for all customer inquiries and incidents, ensuring seamless support throughout the ticket lifecycle.

Taking ownership of incidents and providing unwavering support until resolution.

Contributing to Technical Pre-Sales Consultations, and collaborating with Sales Managers to drive successful outcomes.

Creating and maintaining detailed client documentation to accurately reflect changes and updates.

Offering on-site 3rd-line support as needed, ensuring clients receive top-notch service.

Participating in Research and Development efforts, and contributing to the design and implementation of cutting-edge Systems Architecture Solutions.

Required Skills/Experience:

Proven experience in an MSP environment, showcasing your expertise in handling diverse technical challenges.

Excellent working knowledge of Windows Server, Exchange Server, Active Directory, Virtual Servers, VMWare or Hyper-V, SharePoint, and Office 365

Troubleshooting skills for networking protocols and technologies like TCP/IP, DNS, DHCP, routing, and vLANs

Familiarity with daily system checks, servers, backups, firewalls, and anti-virus software

Certifications such as MCSE/MCITP Enterprise or Server Administrator

Knowledge of VOIP

Possession of a full clean driving license.

Strong problem-solving and communication skills.

Ability to work independently and with a flexible, 'can do' attitude.

What We Offer:

Competitive holiday allowance, including your birthday off to celebrate!

Support for personal certification, empowering you to advance your career.

Personalised development plans tailored to you.

Joining a vibrant team with an exceptional company culture.

Engaging in regular social events.

Access to a 24/7 Employee Assistance Programme, prioritising your well-being.

For more information, please contact our Sheffield Team on 01143 830 046

***Verus Recruitment Partners are acting as a Recruitment Agency in relation to this vacancy and is an Equal Opportunities Employer**

Keywords: 3rd Line, Engineer, Service Desk, Leeds, Sheffield, West Yorkshire, South Yorkshire, IT Engineer, Senior IT Engineer, Service Desk Engineer, MSP, Managed Service Provider

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