

Deskside Engineer

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Company: Premier Group Recruitment

Location: London Area

Category: other-general

I have teamed up with an IT Services and Cloud Solutions Specialist who are on the hunt for a new IT Deskside Engineer to represent their client onsite in Central London. The successful candidate must have IT customer support experience and be proficient in the support of Microsoft Windows and Office 365 suite of applications and services. All engineers hold Microsoft Fundamental and ITILv4 certifications as a minimum and therefore candidates will be expected to hold these or willing to undergo them within 3 months of employment. Job Title: IT Deskside Engineer Location: Central London (5 Days onsite) Shifts: Monday - Friday Between 08:00 - 18:00 Industry: IT Services & Consulting Salary: £30,000 - £35,000 Start: ASAP What you'll be doing: Troubleshoot and resolve a wide range of IT user issues related to desktops, laptops, peripherals, and software. Provide excellent customer service, ensuring user satisfaction and a smooth IT experience. Proactively maintain and optimize client IT systems, minimizing downtime. Document technical issues and solutions effectively. Collaborate with senior IT staff for complex problem resolution. You're a perfect fit if you have: Minimum 1 year of experience in a helpdesk or desktop support role. A passion for customer service and a problem-solving mindset. Strong written and verbal communication skills. Solid technical knowledge of Windows 10/11, Office 365 (basic management tasks), Active Directory (basic management tasks). Experience using remote support tools and IT support desk ticketing systems. A willingness to obtain Microsoft Fundamentals and ITILv4 certifications within 3 months (if not already achieved).

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