IT Field Engineer | Reading

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Company: DevFinders

Location: United Kingdom

Category: architecture-and-engineering

Are you ready to elevate your career by joining an esteemed International High-Tech organization? Our client a fully-fledged MSP provider catering to the needs of some of the most renowned companies in the market and seeking a highly motivated and energetic **Field** Engineer **Onsite** Engineer to join their dynamic team.

What's in it for you -

Salary: £ 25,000 - £45,000 per year depending on experience

40 days paid holiday annually

Partnerships scheme where you will receive a share in the profit of the business.

Mandatory Skills At least 5 years' experience in a similar role in:

Configure and implement cyber essentials and GDPR security standards (mandatory)

Office 365 Cloud (Email, SharePoint, Teams, OneDrive) (mandatory)

Network Infrastructure maintenance and installations (Routers, Switches, AP's, DHCP, DNS, TCP/IP, Firewalls, VLAN's)

Ability to pro-actively support and collaborate with service providers

Follow industry best practices processes

Windows server 2016, 2019, 2022 (Group Policies, Security Policies etc)

Azure administration and implementations

Good understanding and knowledge of Windows 10, Windows 11 and Mac

Familiar with different client builds/imaging

Strong customer support, written and verbal communication, and be a team player.

Ability to problem solv e independently.

Duties will include but are not limited to -

Be the initial point of contact for our customers.

Manage incoming requests incidents/requests from the help desk.

Provide customers with timely updates to their cases in line with Service Level Agreements.

Escalate high priority issues to Line Management.

Complete regular tasks in line with Service Desk procedures.

Review daily priorities and take appropriate action to ensure results are achieved.

Monitor integrity/status of customer sites (usage, revisions, views, reporting) ensuring Customers business requirements are maintained to the highest level.

Installing, testing maintaining and repairing hardware and software.

Documenting processes and logging tickets for open work.

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