

Service Desk Engineer

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Company: Global Technology Solutions Ltd.

Location: Greater Bristol Area

Category: other-general

We have an exciting opportunity for a Service Desk Engineer to join a well established organisation in Bristol on a permanent basis. This role will be hybrid working. Experience: 4 years in similar role (MSP Experience Highly Desirable), driving licence and own vehicle. Salary: £30,000 p.a + benefits. Working Hours: 37.5hrs between 7:30 – 22:00. Certifications: ITIL Foundation, Microsoft (Desirable). Responsibilities: • Provide remote Technical Support with occasional customer visits • Provide assistance by phone, email and/or using a ticket management system • Update the internal knowledgebase with issue resolution details • Mentor and assist junior team members. Skills & Experience: • Good communication, documentation and customer service skills • Experience of supporting the following: • Microsoft server operating systems • Microsoft Exchange • Microsoft Active Directory • VMware and/or Microsoft Hyper-V (VMware preferred) • Microsoft Office 365 • Veeam Backup & Replication • Microsoft Windows Desktop Operating Systems • Experience of working in a busy MSP environment • Experience of configuring and supporting network devices such as Firewalls and Switches • Good understanding of principles of ITIL Framework. Technologies & Experience: • Veeam Cloud Connect • Microsoft Remote Desktop Services • Citrix XenApp/XenDesktop • Veritas (Symantec) Backup Exec • Symantec Endpoint Protection • Fortinet Firewalls • HPE/Dell SANs • HPE Server Hardware & Switches • Office 365 Migrations • N-able RMM • PowerShell scripting • Citrix CCA • Microsoft MCP • Knowledge of iOS and Android devices

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