

## Third Line Support Engineer - MSP

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Company: Intersys Ltd

Location: London Area

Category: other-general

Join a well-established security-focused Managed Service Provider and IT consultancy as a 3rd Line IT Support Engineer in North East London. Intersys has low staff turnover, a strong ethos around employee wellbeing and work-life balance and offers excellent career progression opportunities. We are looking for a talented, proactive and analytical 3rd Line Engineer to join our busy and dynamic Managed Services support team supporting a diverse range of cloud and server-based infrastructures for small to medium sized organisations. The role is hybrid/office-based. However, you will be involved in visits to both commercial and educational sites in the local area and Central London. Successful candidates will be those demonstrating a wider ranging knowledge, experience and interest in other technologies. The Role: Being an escalation point for the Service Desk Taking ownership of escalated issues Managing prompt response and resolution of support calls Completing 3rd line technical support activities remotely and on customer sites Defining and updating documentation and processes Supporting predominantly Microsoft 365-based products and end-users Maintaining Server 2016/19/22 infrastructure Mentoring junior members of the team A strong focus on security. Experience: 3+ years of relevant MSP experience providing 3rd line user support. High-volume Service Desk experience. Significant experience of Microsoft technologies – Active Directory, Entra, SharePoint, 365, Windows 10/11, and Server 2016/19/22. Familiarity with basic network protocols A commitment to knowledge sharing and clear, detailed documentation. Ideally, previous experience and knowledge of ticketing systems - ITIL Framework. Ideally, prior experience with Watchguard firewalls Technically inquisitive, with a proven ability to keep up to date under your own initiative. Problem solver

with good analytical and planning skills. Proactive, personable and confident. Salary and benefits: £40,000 - £55,000, dependent on experience. 22 days holidays (inc birthday) + public holidays, increasing with service. Employee Assistance Programme. Enhanced parental leave. Supportive training and CPD with salary incentives. Healthcare plans. Gym and retail discount schemes. Salary sacrifice car and tech schemes. Pension. You will be encouraged to pursue continued professional development (CPD). If you want to join a dynamic managed services team supporting a diverse range of cloud and server-based infrastructures, please apply now!

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