

# Full Job Description

## Level 2 - Technical Support Engineer

Full Time

Office and Field based - Wigan

Permanent

Salary: £26,000.00 - £31,000.00pa

Due to continued growth, ABtec Computer Solutions LTD, a leading Managed Service Provider have a fantastic career opportunity for a 2nd Line IT Support Engineer to join their existing team in this specialised role.

ABtec's customer base includes schools, colleges and many other business types from the private sector.

ABtec are a Microsoft Gold partner and Crown Commercial Supplier. We specialise in cloud solutions as well as providing cyber security solutions.

### About the role:

The position is based at our Wigan Office but will also be expected to travel to our customer base.

You will already have at least three years' experience providing 2nd line support to clients in a Microsoft environment. You will be dealing with clients face-to-face including escalations and so previous experience working in this setting is essential.

### Job Description:

Your role will be to provide technical advice and practical assistance to our onsite clients and end users including the following functions:

- Assisting in 1st/2nd line technical support to our client's staff, answering support queries.
- Implementing IMACS (Install, Moves and Changes).
- Provide 2nd line server support in conjunction with our Service Desk team.
- Diagnosing and resolving of complex issues in a Microsoft environment:
  - Microsoft 365 / Azure
  - Windows Server
  - Active Directory
  - Local Area Networks
- Excellent problem solving and trouble-shooting skills with an ability to isolate problems to specific parts of a system and diagnose under tight time constraints.

- Resolving issues with PC's, networks and networked devices (printers, scanners, switches etc)
- Performing System administration and maintenance.
- To take ownership of user problems and be proactive when dealing with user issues.
- Creating and updating technical documentation including work instructions, standard operating procedures/manuals
- Project activity including making technical recommendations in the scoping of IT projects for clients
- Coaching and mentoring peers upon resolving escalated issues

### **Requirements:**

- 3 years experience in 2nd line support role
- Experience of Microsoft 365, Azure, AD, essential!
- Microsoft, CompTIA, Cisco or other manufacturer accreditations/qualifications would be advantageous
- Experience of working to SLA's.
- Experience of working in an ITIL ITSM environment
- Experience of working in schools and colleges would be advantageous

Job Types: Full-time, Permanent

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Benefits:

- Company pension
- On-site parking
- Continuous training and career progression

Schedule:

- Monday to Friday

COVID-19 considerations:

PPE such as face masks and hand-sanitizer provided. COVID-19 risk assessment in place.

Application question(s):

- How many years experience of providing technical support face-to-face?
- How many years of 2nd line IT experience do you have?

Licence/Certification:

- UK Driving Licence and own vehicle(required)