

IT Support Senior Technician/Engineer- Job Specification

MazingTree Ltd is a family run IT Company based in Plymouth providing Information, Technology and Support to a range of small and medium sized businesses since 2006.

Your role will be supporting our clients' systems. We support Microsoft based networks ranging from peer to peer workgroups to larger clients of 50+ machines. You will need to be skilled in analysing problems and support issues and providing diagnosis and solutions. This role will involve providing support for our wide range of clients from our Plymouth office involving both on-premises Windows Server, Microsoft Azure and Office 365 cloud services.

Your typical day will include answering calls & emails on helpdesk, server administration and remote support using RMM and Helpdesk tools.

We would be particularly interested in candidates that have demonstrable experience with On-Premise to O365 Cloud migrations, involving SharePoint and Azure AD and Windows Direct Connect.

Person Specification

We are looking for someone who is the following:

- *Good communicator (email and verbal)*
- *Friendly and helpful.*
- *Presentable*
- *Team player*
- *Strictly Non-smoker (including e-cigarettes)*

Main responsibilities will include:

- *Providing support to clients by phone, email and face to face.*
- *Performing routine systems tasks and problem solving complex issues.*
- *General IT Support*
- *Delivery of and installation of IT Projects and equipment to local companies.*
- *Some network cabling work involving hand tools may be required.*
- *Network and Server configuration and management*
- *O365 Cloud including Sharepoint, Azure, Email.*
- *Adhering to and Developing company build standards & Procedures (ours and clients).*
- *Some Out of hours working will be required. TOIL will be provided.*

Technical specifications:

Required

- *Minimum of 2 years working in a customer facing technical role.*
- *O365 and Azure AD implementation knowledge.*

- *VMware*
- *Windows Server 2012/16/2019 (or SBS/Essentials 2011 – 2016) products including MS Exchange 2010 onwards.*
- *In depth knowledge of Microsoft applications, especially Outlook.*
- *Knowledge of security for networking environments.*
- *Full driving license with own car.*

Desirable

- *Experience with ADSL/vDSL/Cable routers, including correct configuration of wireless networks.*
- *Windows 365 services*
- *Knowledge of VoIP Telephone systems*

- *MazingTree Ltd is based in Plymouth (01752 540540),*
- *Website: www.MazingTree.com*
- *Email recruitment@MazingTree.com*
- *Please phone if you want any more details.*
- *Please apply with a C.V. and covering letter by the 15th December*