

JOB SPECIFICATION



2ND LINE ENGINEER



OVERVIEW

Our Managed IT Division designs, implements and supports the IT infrastructures of some of the UK's top organisations within both the public and private sector. No client has the same needs and our solutions and support packages are tailored to the specific requirements of each client. As a 2nd Line Engineer you will provide escalated support both in-house to Commercial's 1st Line Team, and also to clients that have contractual agreements with Commercial.

WE WANT YOU TO...

- Maintain 2nd Line support tickets correctly and keep the customer updated with progress every day
- Monitor 2nd Line support ticket queue ensuring incidents are actioned before SLA
- Take ownership of the entire support process end to end and be the primary customer liaison for the issue.
- Build excellent customer relationships and ensure service excellence is delivered as all times
- Have a positive outlook to be best placed for this fast paced work environment
- Assist 1st Line team with technical queries to further their knowledge
- Work with third party vendors including Microsoft, Citrix and VMware

YOU HAVE GOT...

Proven experience with the technologies listed below, and ideally with either a Microsoft MCSA, Citrix CCA or VMware VCP (or higher)

- VMware ESX/ESXi and vCenter
- Active Directory, DHCP, DNS, Group Policy, WDS and WSUS
- Windows Server (2008 R2, 2012 and 2012 R2, 2016 & 2019)
- Exchange (2010, 2013) and Office 365

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- Citrix XenDesktop
- Veeam Backup & Replication
- Sophos Anti-Virus (On-Premise and Central)
- TCP/IP, VLAN, switching, routing and firewall configuration, VPNs and WAN environments
- SAN Technologies including Lefthand and Nimble

It would also be beneficial to have experience of:

- Microsoft SCCM, InTune and AutoPilot
- Microsoft Hyper-V and failover clustering
- Citrix Netscaler
- Two-factor authentication including Vasco and SMS Passcode
- Corporate wireless systems including Meru and Meraki

WHY COMMERCIAL..?

- Competitive salary and bonus scheme
- On-Call Rota with Shift Allowance and Overtime Scheme
- We all get a generous holiday allowance of 25 days plus bank holidays which increases with length of service
- Bonus scheme (paid quarterly upon achievement of KPI's)
- A variety of training & Development programmes tailored to you
- Earn extra money if we hire your friends or family with our employee referral programme
- Want to get healthy? We have free fruit delivered for all staff! And our state of the art coffee machine will be sure to set you up for the day
- Looking for a little extra? You could get a day off for doing charity work and you might even get a treat on your birthday and work anniversary!
- A range of team and social events
- Cycle to work scheme, pension contributions, Employee support programme, Flexi time scheme and more