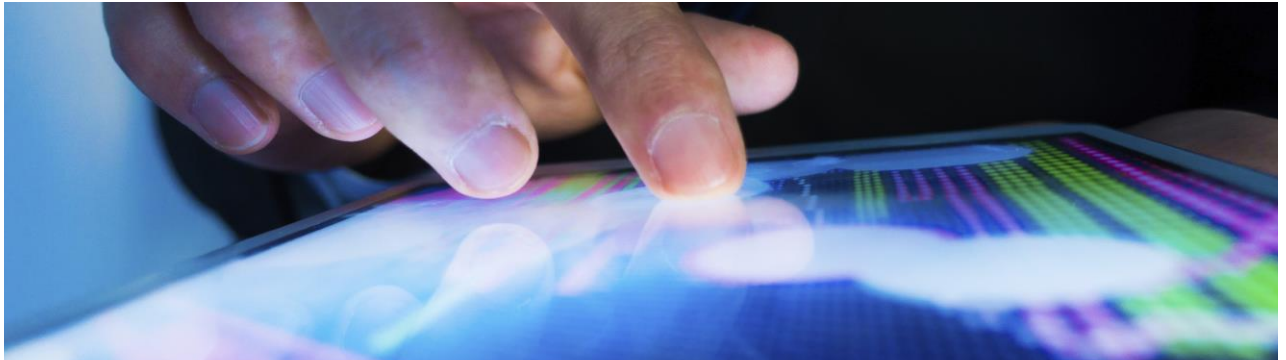


JOB SPECIFICATION



IT FIELD 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 an IT Field Engineer you will be Commercial's onsite presence at client sites to install, configure and troubleshoot a range of technologies.

WE WANT YOU TO...

- Ensure Field Engineer support tickets are updated and completed within contractual SLA
- Perform scheduled contract visits at customer sites and compile client-facing documentation
- Attend customer sites and troubleshoot IT issues which cannot be resolved remotely by the Network Operations Centre
- Provide onsite cover for Managed Service clients when required
- Install and configure new hardware / software on customer sites
- Identify areas for improvement to business processes & procedures
- Identify areas to upsell products to existing customers
- Assist the 1st Line Support Team with technical queries to further their knowledge
- Cover 1st, 2nd or 3rd Line Support Teams when needed
- Follow IT procedures e.g. ITIL and strictly comply with our policies

YOU HAVE GOT...

- Proven experience of supporting Windows Server 2012, 2012 R2 and 2016
- Understanding of TCP/IP, Routing and VPNs
- Basic knowledge and experience of Firewall and supporting router configurations
- Exceptional customer service and communication skills (both written and verbal)
- Fault analysis, management and prioritisation skills are required to ensure all issues are resolved based on criticality for all our customers as well as meeting the contracted SLA.

JOB SPECIFICATION



IT FIELD ENGINEER

- Relevant experience with the technologies listed below:
 - Microsoft Windows Server
 - Veeam
 - Sophos Anti-Virus
 - Sophos Firewalls
 - Corporate wireless systems

WHY COMMERCIAL..?

- Competitive salary
- Company car
- Company laptop
- Company phone
- 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

NOTES...

Due to the nature of our clients, enhanced DBS is essential