



## **Senior Support Engineer**

**Job title:** Senior Support Engineer

**Responsible to:** Help Desk Manager/ IT Director

**Purpose of the job:** The position will be to support the company maintain our customers top level services as well as provide cover for the helpdesk as and when needed. Work will range from day to day task and checks as well and delivering projects on behalf of our clients.

You will be involved with every aspect of IT at the company and a key member of the team

**Qualification on offer:** Relevant Microsoft or Vendor qualification, with an aspiration to learn.

**Length of Contract:** Permanent

### **Duties**

- 1.** Support a user base of 1000 end users via telephone, call logging system and e-mails, with some onsite work
- 2.** Office 365 console administration
- 3.** Problem solving and workflow management
- 4.** Set up and configuration of Smartphone devices. Ensuring users can get emails on the device, can use the Office apps and can use the mobile as a Wi-Fi hotspot
- 5.** Cabling and connectivity and Mobile One Time Password (MOTP) console administration
- 6.** Active Directory administration: create new user accounts, amend permissions, and reset network and applications passwords
- 7.** Meet and greet our user base. Perform scheduled appointments and tasks
- 8.** To carry out their duties and any ad hoc requests that come from the your manager, with accuracy and professionalism
- 9.** Management of our BCDR services
- 10.** Management of our and our client network and server infrastructure without supervision
- 11.** Server management, with a heavy focus on Hyper-V

**Skills:**

An AnyIT team member is expected to bring with them the following skills and a willingness to develop them further:

- 1) **Good Communication Skills**- Building good relationships is fundamental to the delivery of services
- 2) **Organisational Skills**- The ability to manage your own workload and to work to team and project deadlines
- 3) **Teamwork and Cooperation**- The ability to work flexibly in a team and contribute to a supportive work environment
- 4) **Adaptability and flexibility**- work in fluid, fast-paced & exciting environments. These skills are vital to responding to situations in the workplace

**Summary:**

This is a fantastic opportunity to develop your skills and experience by working as a AnyIT team member. we are a growing company based in Suffolk and have recently committed to expanding into Essex. We aim to provide clear IT support to our customers and to treat them like they are a part of AnyIT.

having recently committed to a sales team we have seen a fantastic search in new customers in 2021 and can only see this continuing for the foreseeable future.

This is a fantastic time to join our team can we look forward to reviewing your CV as soon as possible.

**Application deadline:** 26/8/2021

**Expected start date:** Ongoing position, applications welcomed ASAP

**Job Type:** Full time contracted

**Hourly Rate:** £25,000 to £35,000 pa depending of experience

If you would like to apply, please email your CV and a covering letter to [gary@anyit.com](mailto:gary@anyit.com)