

February 2019

Position: 2nd Line IT Engineer
Basis: Full Time - Working from Home based in South Yorkshire (Sheffield Area)
Salary/Package: £24,000 – £27,000 depending on experience

The Company

We are an exciting, vibrant and fast-growing company with its HQ in Milton Park, Abingdon, Oxfordshire. We are currently looking for experienced ambitious 2nd Line IT Engineer to join our award-winning growing business. Planet IT specialises in IT security, Managed IT services & Solutions. Selling and working with all the major hardware & software vendors.

We can promote career progression (may not be required) and heavily invest in our staff. We offer continuous training, progression opportunities and a generous salary with the opportunity to join a fast-growing business.

The Role

The role of the 2nd Line IT Engineer based in South Yorkshire offers variety and challenges with each customer being unique and expecting excellent levels of service.

The role includes:

- Logging, managing and resolving customer IT issues
- Remote and on-site support
- Contribute to ongoing internal training programs
- Keep up-to-date with developments of Planet IT's portfolio of products and with wider technology trends
- Individual self-study to achieve and maintain industry accreditation
- Interacting, supporting and presenting to new and current IT Service customers
- Working closely with the Sales team to support and solutions for all customers



About You

Applicants for the 2nd Line IT Engineer role should be an ambitious individual with a strong work ethic and desire to learn. You must relish having real responsibility and a desire to earn qualifications and further your career. This is a dynamic position within a fast-growing organisation. As a 2nd Line IT Engineer you will be joining a growing and experienced team in supporting a wide variety of technologies. This is a customer facing role, candidates must be highly presentable and possess excellent face to face communication skills when needed. The right candidate must have the following:

- Minimum of 4 years' IT experience in a corporate or services environment
- Excellent troubleshooting and problem resolution skills
- Provide high level of support for existing customers
- Administration of Microsoft operating systems and applications (Office etc.)
- Microsoft domain infrastructure; Exchange, group policy, DNS, DHCP, Active Directory etc. 2008 - 2016
- Good written and spoken English
- Experience of virtualisation technologies; e.g. VMware, Hyper-V, Citrix
- HP, Dell Hardware experience
- LAN/WAN
- Android/IOS support
- All cloud technologies
- AD and Email Migration Knowledge
- Active Directory and Outlook
- Windows XP/7/8/8.1/10
- Office 2010/13/16/365
- Ability to work independently under pressure
- Driving license and own transport is essential

The following skills are desirable:

- MAC Environment
- Linux systems
- Unix Environment
- IT procurement / IT Cost saving initiatives
- MCP or equivalent qualification(s) preferred (or working towards them)
- Software development



Compensation

- A salary of £24,000 - £27,000 depending on experience
- Private health care
- Holidays are 20 days per year plus bank holidays and 3 days extra for Christmas closure
- Training and progression available
- Flexible working hours/days
- Discounted gym membership

Why Planet IT?

- Company incentives and bonuses throughout the year
- Christmas Party abroad
- The opportunity to progress your career right through to management level within a rapidly expanding company
- Quarterly team building events
- The opportunity and support to earn a considerable salary
- You'll have a voice & input

If you are interested in this vacancy and believe you have the necessary skills and experience to be successful, please send your CV with a covering letter to:

maisie.cox@planet-it.net

