

Position: 3rd Line IT Engineer
Basis: Full Time

The Company

Planet IT are seeking an ambitious individual who wants an opportunity to launch their IT career; with opportunities for training, qualifications, personal development and real responsibility for delivering excellent quality IT solutions and support for our customers

The Role

The role of 3rd Line Support Technician based in Didcot, Oxfordshire offers variety and challenges with each customer being unique and expecting excellent levels of service. The role includes:

- Delivering IT infrastructure projects
- 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 this 3rd Line IT Support Technician role should be ambitious individuals 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 3rd Line Support Technician 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 6 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
- SCCM experience

- Extensive experience of virtualisation technologies, e.g. VMware, Hyper-V, Citrix

- HP, Dell Hardware experience
- MCP or equivalent qualification(s) preferred (or working towards them)
- Extensive LAN/WAN infrastructure knowledge and experience
- 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 essential
- MAC/OSX

The following skills are desirable:

- Linux systems
- Unix Environment
- IT procurement / IT Cost saving initiatives
- Software development

Compensation

- Training and progression available
- Annual increments are subject to achieving performance management targets.
- 37.5hrs per week
- Private Health care
- 25 Days Annual Leave
- 35-40k depending on experience

Why Planet IT?

- A dynamic, young, successful and friendly environment who actively promote career progression
- A thorough and continuous training program
- The opportunity to progress your career within an ever expanding company

If you would like to be considered for this role, please send your CV to recruitment@planet-it.net