

Role: Field Engineer  
Basis: Full Time  
Salary/Package: Available on Request

## Who are Planet IT?

Planet IT specialise in IT security solutions and have won loads of awards for our excellence including Sophos Partner of the year twice. Our philosophy is to work hard and play just as hard. We are a privately owned company who have been in business since 2003 and continue to grow year on year. We really look after our employees and go above and beyond to ensure we remain an employer of choice. We believe in developing you and promote from within the business.

## Primary Purpose

The Desktop team are tasked with supporting, investigating, and resolving our MSP client's IT related systems and making sure all issues are dealt with in a timely fashion.

## Key Responsibilities

- Being the go-to engineer for all site visit requirements where we have been unable to resolve the issue remotely
- Acting as a main point of contact when onboarding new clients
- Being an escalation point for the lower-level engineers for onsite requirements
- Ensuring all forms of support call are logged in the system and the client is kept updated
- Manage incident and request tickets ensuring established SLA's are met
- Providing support to our clients
- Help the Helpdesk Management Team with continued business improvements
- Act as the go-to resource for client site visits, and new client onboardings
- Provide support to the apprentices, and 1<sup>st</sup> Line, engineers
- Communicate daily to clients with open tickets
- Managing the client's expectations with ongoing tickets
- Ensure all client related problems are logged correctly
- Inform the Desktop Team Lead of any tickets requiring escalations
- Working with client's 3<sup>rd</sup> party suppliers and vendors when appropriate
- Adhere to all company policies and procedures
- Ensuring that all role related KPI's are met
- Logging, managing, and resolving client IT issues
- Maintain desktop asset register and configurations
- Undertake any other reasonable duties as required to meet the needs of the business

## **Behaviors Required**

- Strong communication skills
- Professional, approachable, and flexible
- Team player, works effectively with colleagues across all functions
- Demonstrates energy and a positive attitude
- Tenacity and a strong desire to make a difference, always with the customer in mind
- Attention to detail
- Ability to look outside of the box for a solution
- Ability to learn on your feet
- Strong communication skills
- Excellent troubleshooting and problem resolution skills
- Excellent client facing manor
- Excellent client service
- Positive attitude to work
- Strive to continuous improvement
- Able to work independently under pressure

## **Person Specification:**

### Minimum:

- Excellent knowledge in Windows 7/8/10 installation and configuration
- Good working knowledge of PC hardware repairs
- Good knowledge with MacOS installation and configuration
- Good working knowledge of Email Management/Configuration – Exchange 2013/2016, Office365, etc
- Good working knowledge of Active Directory – User account creation, group creation, etc
- Comms cabinet patching
- Basic knowledge of VLANs
- Good working knowledge of NTFS permissions
- Minimum of 2 years' IT experience in a corporate or services environment
- Driving license and own transport
- 2+ years' experience working with medium-large businesses

### Desirable:

- Exposure to Microsoft Server OS – 2008/2012/2016
- Comptia A+
- Comptia N+

- MS-900, MS-100, MS-101
- Wireless management – Ubiquiti, Meraki, Netgear, etc
- Mimecast, Barracuda, Sophos Email Gateway
- Group policy management – deployment or management
- MSP Experience (advantageous)

## What we offer you

### Benefits

- 25 Days Holiday and rising (plus bank holidays)
- Flexible working (WFH incentives)
- Private medical cover
- Discounted gym membership
- Cycle Scheme
- Epic Christmas Parties
- Car Parking

Planet IT is an equal opportunities employer and welcome all candidates to apply with the right to work in the UK.