

Role: 3rd Line Engineer
Basis: Full Time
Salary/Package: £40,000 - £45,000

Who are Planet IT?

Planet IT are an award-winning leading IT company offering complete out-sourced IT solutions to organisations across the UK and Europe. Based on Milton Park, Oxford, we provide a comprehensive range of support services, software and hardware solutions to major blue-chip clients and our technicians are highly skilled in planning, implementing, and troubleshooting.

Planet IT strives to become one of the top places to work in the UK – in fact, we believe we already are! Most of the team have been here for years, have built a terrific career, and as corny as it may sound, we really do call ourselves the Planet Family.

We welcome new people to the team all the time, from all backgrounds and all levels of experience.

We are able to attract talent to our business by investing in staff training and staff rewards, which has become a bedrock of our success. This initiative has resulted in staff becoming even better at what they do, great staff retention and greater company buy-in from the team. As part of this strategy, the more staff learn via official courses, the better the service and the more we reward them.

Primary Purpose

The role of 3rd Line Support Technician based in Abingdon, 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.

Key Responsibilities

Applicants for the 3rd Line Engineer 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 a 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.

What we offer you

Benefits

- 25 Days Holiday and rising (plus bank holidays)
- Flexible working (WFH incentives)
- Bupa Cash Plan
- Discounted gym membership
- Charity Day
- Cycle Scheme
- Car Parking

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