

Tier 3 Windows Engineer

Academia Group is a fast growing, highly accredited, award-winning group of technology companies. Specialising in the supply of software, IT hardware, training and service solutions to the public sectors, business and pro media markets. Established in 2003, we employ 100 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £50m. We partner with the world's leading technology manufacturers and have the accreditations, certifications and awards to demonstrate our expertise and ability.

Academia has rocked the UK tech industry placing in the Sunday Times Hiscox Tech Track 100 for 5 years in a row!

Brief Description:

Academia is currently seeking to recruit new members of staff to strengthen the Technical Services Team. As a member of the team, the emphasis will be on providing high quality technical services & support. You will also take responsibility for ticket ownership and follow up, and provide higher tier support, job co-ordination and document scope of works to other members of the team. This role has been created to support the rapid expansion of the company and would suit a highly competent individual with strong communication & technical skills to undertake the following duties...

Job Description

You will have the following responsibilities:

- Tier 3 server support for Windows Server 2008 R2+ (Active Directory, Group Policy, File and Print Sharing, DNS, RDS, High Availability options)
- Microsoft Office 365 Support (Exchange Online, SharePoint, InTune, OneDrive for Business, PowerShell Online, Directory Sync and Identity Management)
- Network troubleshooting and diagnostics (TCP/IP v4, DHCP, DNS)
- Solution architecture/design
- Solution build and implementation
- VMWare vSphere (v5.5+) Administration
- Dealing with Customer and Infrastructure Alerts and Events impacting System BAU operations
- Assisting Tier 1/2 engineers in training and knowledge transfer
- Being part of the extended hours call rota
- Tier 2/Tier 3 desktop support for Windows 7/10 (Client Support in a managed environment, OS Troubleshooting, Client Software Support (ie, Microsoft Office Applications, Anti-Virus, SAGE Packages etc))

Preferred area of study

I.T.

Computer Science

Degree Educated 2:2 or above or equivalent Industry experience and/or Certifications

Experience and/or certification of any of the following:

- MCSA
- MCSE
- VCP

Person Specification

- Exceptional standards in quality of work
- Productive and efficient
- Excellent grasp of job-related knowledge
- Ability to work under pressure
- Establishes and maintain constructive working relationships; team player
- Enthusiastic communicator
- Deadline achiever
- Excellent time management
- Able to demonstrate drive and ambition
- Manage customer expectations and timely report back requested information
- Able to demonstrate ongoing interest to learn and understand new areas in the I.T. industry
- Experience in working at Tier 3 level within an Enterprise Windows Environment
- A passion for all things technology related
- Excellent all-round communication skills especially in questioning and listening
- Excellent personal planning and work organisation skills
- Excellent telephone manner
- Ability to demonstrate solutions to customers when necessary
- One or more of the following preferred skills to a high level.