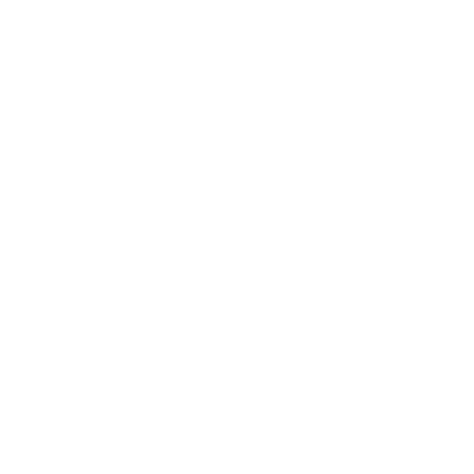
**Microsoft Solutions Support Technician (T1)**

**Job Specification**



**About the role:**

As a result of rapid growth plans a fantastic opportunity has arisen for a **Microsoft Solutions Support Technician** to join our team of dedicated technical experts. This is the ideal role if you are looking to join a successful and growing organisation, that can offer you long term career development within a well-established and growing technical team of Tier 1, Tier 2 and Tier 3 Engineers.

This is a full time, permanent role, offering an immediate start for a dedicated Microsoft Solutions Support Technician who enjoys working within a busy and fast paced technical environment. This role has been created to support the rapid expansion of the company and would suit a highly competent individual with strong and effective communication skills

The successful candidate will be required to complete a satisfactory DBS check. In addition, you will be required to attend customer sites to further troubleshoot/remediate issues (within the London and surrounding area)

**You will be responsible for:**

* Responding to and resolving technical queries from Academia Customers
* Working with the team to ensure smooth operation of customer enviornments, such as Windows Servers, Microsoft 365 tenants, Endpoint Security or Client Devices. Including but not limited to Patching, Maintenance and Resolving Alerts.
* Ensuring Customer Documentation is kept up to date
* Working with the team to identify and implement changes to the Customer Environments to address common issues
* Assisting with project delivery and roll out of equipment to new and existing customers

**Key Skills:**

* A strong understanding of Windows Server (2008+), including but not limited to Microsoft Active Directory and Domain Services, Group Policy, DNS, DHCP, File Services and Remote Desktop Services.
* Able to demonstrate how a TCP/IP networks work and the services and hardware that provide a functioning network (ie, Routers/Switches/IPv4/DHCP/DNS).
* Troubleshooting ability with Microsoft Windows Desktop Operating Systems (Windows 10) and how to effectively manage these endpoints using management tools such as AD/GPO and Microsoft Endpoint Manager (formerly InTune)
* Able to manage, troubleshoot and provide access to network resources (whether this be file sharing, printer sharing etc).
* Working knowledge of Microsoft 365 and its associated services – ie, Exchange Online, Teams, SharePoint, OneDrive for Business.
* Experience managing Exchange Server / Exchange Online users, distribution groups and calendars.
* Configure user devices according to spec (both internal and external customer) for use by end-users.
* Be able to routinely carry out maintenance and monitoring tasks, such as backups, asset tracking and endpoint protection platforms.
* Have a methodical and appropriate approach to troubleshooting issues with customers, in some cases over the phone.
* Reply to customer requests in a timely fashion via our busy helpdesk platform, ensuring all customers receive updates within the agreed timescales
* Basic Mac/iOS/ChromeOS/Android Management desirable
* Effective communication skills, both verbally and written.
* A can-do attitude with a desire to progress their skillset in an exciting and challenging role
* A keen eye for detail.
* Ability to work under pressure and to tight deadlines.
* Strong work ethic and ability to manage multiple and conflicting deadlines.
* Capability of working in a team as well as individually.
* Exceptional standards in quality of work.
* Productive and efficient.
* Excellent grasp of job-related knowledge.
* Establishes and maintain constructive working relationships; team player.
* 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 1 level within an Enterprise Windows Environment
* Ability to demonstrate solutions to customers when necessary

**Why Academia?**

Academia Group is a fast growing, highly accredited, award-winning group of technology companieswith a strong footprint in the educational space. We specialise in supplying software, IT hardware, training and managed service solutions to both public and private sectors.

Established in 2003, we employ 100 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £70m. Our growing customer base means we have now worked with every single university in the UK. Furthermore, as Ranked #1 supplier on many national frameworks, we are growing our provision more so to strengthen our position. We partner with the world's leading technology manufacturers and have the accreditations, certifications and awards to demonstrate our expertise and ability.

**Benefits**

* Gym Membership contribution
* Health Cash Plan
* Life insurance
* Flexible working hours
* Increased annual leave with length of service
* Free half day annual leave on your birthday
* And much more…