

# Onsite Support Engineer

## Job Specification

### Birmingham



#### About the role:

As a result of rapid growth plans a fantastic opportunity has arisen for an **Onsite Support Engineer** 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 Onsite Support Engineer 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.

The successful candidate will also be required to travel between the Birmingham Site and the Tamworth Site.

#### You will be responsible for:

- Responding to and resolving technical queries from end users and VIPs
- MDM administration
- Apple Mac application packaging
- Desktop troubleshooting
- 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
- Providing the highest level of Customer Service

#### Key Skills:

- Experience in supporting Apple MacOS
- Experience in supporting Windows Desktop
- Strong people skills
- Strong grasp of networking fundamentals TCP/IP DNS DHCP
- Able to be self sufficient and driven
- Willing to learn new skills

- Experience of troubleshooting issues with AV equipment
- Experience of troubleshooting issues with printers and network shares
- Ability to provide VIP support both remote and face to face
- Detail oriented and organised
- Have an ability to work independently, autonomously and take initiative
- Can multi-task and proactively manage various issues and conflicting priorities
- Have strong and effective written and verbal communication skills

In addition, the ideal candidate would also have experience in the following areas, however this is not essential.

- MDM (Mobile Device Management) Especially
- ADE (Apple Device Enrolment, previously DEP)
- Application packaging
- Jamf Pro
- Jamf Connect
- HP enterprise switching
- HyperV? ->
- Sonicwall console
- Familiarity with AT, Confluence, Office365, AD
- Win Server 2012+

## Why Academia?

Academia Group is a fast growing, highly accredited, award-winning group of technology companies with 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 180+ dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £100m. 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 full day annual leave on your birthday
- And much more...

