# Microsoft Solutions Engineer
## Job Specification
## Hemel Hempstead

## About the role:

As a result of rapid growth plans a fantastic opportunity has arisen for a Microsoft Solutions Engineer to join our team of dedicated technical experts, reporting to the IT Service Desk Team Leader. This is an ideal opportunity for somebody who is looking to start their career within the IT function. We 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 Microsoft Solutions 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.

## You will be responsible for:

- Responding to and resolving technical queries from end users and VIPs via ITSM tool
- MDM Administration
- Desktop troubleshooting
- Ensuring Customer Documentation is kept up to date
- Working with the team to identify and implement changes to Customer Environments to address common issues
- Providing the highest level of Customer Service
- Equipment request handling
- Device management and stock control
- Updating assets on our Asset Management system
- Incoming call handling

## Key Skills:

- Experience in supporting Windows Desktop
- Strong people skills
- Understanding of networking fundamentals TCP/IP DNS DHCP
- Able to be self sufficient and driven
- Willing to learn new skills
- Knowledge of 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
- Experience in supporting Apple MacOS / Ios and MS Windows
- Familiarity with an ITSM tool
- Softphone Management

# Why Academia?

Academia is an innovative and rapidly expanding technology company on a mission to transform IT services for large public and private sector customers. We are not just a supplier; we are a trusted partner for thousands of clients.

Our ethos is simple, if we can provide great technology and make it work, we will empower our customers to optimise their investment in technology. Your IT success is our business.

Building a strong reputation over 20 years as a top-tier provider of IT solutions and services, the company has sustained double-digit growth, with revenues exceeding £150 million in FY24. We have picked up prestigious industry awards along the way, including the highly prized CRN reseller of the year award.

Backed by Strive Capital, which has provided strong financial and strategic support since 2020, Academia is well-equipped to continue expanding into new areas. Our dedicated lifecycle division, launched to meet the growing demand for sustainable IT solutions, reinforces our commitment to reducing environmental impact while supporting the full lifecycle of our technology.

Our culture is built on teamwork, innovation, integrity, ambition, and a commitment to delivering excellent customer service. With ambitious growth plans and a supportive, collaborative environment, Academia is a fantastic place for professionals eager to make an impact. Join us and become part of one of the UK's most exciting tech success stories.

For more information on opportunities with Academia, visit our website: www.Academia.co.uk/ Careers

## Benefits

- Gym Membership contribution
- Health Cash Plan
- Life insurance
- Flexible working hours
- Increased annual leave with length of service
- Day off on your birthday
- And much more…