Role: 1st Line Engineer

Nutbourne Overview

Nutbourne was founded in 2007 by Marcus Evans and Patrick Burgess with the simple aim of bringing high quality service and support to an IT sector which has become flooded with companies who assume that "just enough" would do.

As a company we provide the following IT services in house:

- Proactive Remote Support
- Onsite IT Support
- High Level Project Consultancy
- Network Security, Quality and Speed Audits
- Equipment Procurement
- Network Installation

Nutbourne pride ourselves on proactive service and communication, in fact it runs through our company and forms part of our core values:

We will provide exceptional SUPPORT and COMMUNICATION to our clients, COOPERATING with them to ensure that we deliver what was promised. At all times we will engage with clients in an OPEN, HONEST and ETHICAL manner and if we ever fail to meet these high standards we will LEARN and IMPROVE.

Key to our business is an understanding of the importance of building and maintaining relationships with our clients. We engage with issues beyond purely technical terms, to relate to our clients' individual needs and ensure that they are fully satisfied with solutions provided.

We are proud that our staff uphold and share our core values, proven by the fact that in 2016 we were finalists for three awards: the Archant Business Awards Small Business of the Year, the Rising star CRM award and an Amazon Growing Business Award.

Helpdesk Role Overview

Nutbourne are looking for an the right person to join our team to assist in proactively supporting our growing number of IT Support clients We are a small team of 21 in an open plan office, and this, plus the client-facing aspects of the role, mean that we need someone who is an excellent communicator with a friendly personality.

Applicants for the job should have excellent verbal communication skills, with the ability to explain technical terms in plain and simple language. The successful applicant will be required to demonstrate a good level of communication both face to face and on the phone. The candidate must be professional and presentable as they may be required to undertake site visits as required.

It is crucial that the preferred candidate can demonstrate independent troubleshooting skills and a high level of knowledge in business network technologies. It is important the candidate can demonstrate examples of independent working over a range over a range of client networks. Microsoft Certifications would be beneficial.

This role will be based in our office (currently in Stratford but we are probably relocating to HAINAULT in July) but will also involve a variable amount of travel within the M25 to client's sites. A driving licence would be beneficial but not necessary.

Responsibilities:

- Provide 1st line telephone support and sporadic travel to sites within the M25 to resolve I.T. issues for our clients
- Troubleshoot issues with client workstations
- Troubleshoot issues with client servers
- Troubleshoot issues with client network infrastructure
- Identify reoccurring problems and try to find solutions
- Maintain documentation of issues and solutions within the knowledge base
- Escalation of calls to 2nd & 3rd line support where appropriate
- Raising calls with vendors for hardware and software faults

Skills:

Required

- Strong experience of installing, configuring and supporting Microsoft domain environments:
  - Windows OS XP onwards
  - Windows Server 2008 onwards including AD, DNS, DHCP & Permissions
  - Exchange 2007 onwards
  - Office 2003 onwards
  - Office 365 Infrastructure
- Experience working with Firewall, Switch and Networking Technologies
- Knowledge of Virtualisation technologies
- Excellent communication and people skills
- Well established troubleshooting skill
- Work equally well in a team or alone
- Multitasking
- Presentable
- Flexibility
- Hardworking

Desirable

- The knowledge of Adobe & Sage Products would be useful
- The knowledge of Mac OS X would be highly desirable

Package Details

Holiday: 22 Days + Bank Holidays
Salary: Dependent on experience, technology knowledge and qualification in the range of £18-23k
Training Allowance: As required
Benefits: Annual Bupa health check-ups, weekly Friday breakfast, regular social events and lively, friendly working environment.