



Role: 2nd 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.

Role Overview

Nutbourne are looking for an experienced IT engineer to join our team to assist in supporting our growing number of IT Support clients. The person in this position will be responsible for resolving more complex issues which have been passed up from the 1st line team, and also directing 2nd line issues. It is important that the candidate has a good understanding of the modern technologies prevalent in the current SME IT market.

The employee will have to be prepared to deal with a wide range of technologies on a weekly basis, with the ability to work independently. There are a number of companies with embedded on-site days, but you can also expect a fair proportion of hours per week on site, as and when required by our clients. Our clients are all located in London and the surrounding Counties.

We are a small team of 17 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.

Key Technologies

Being an MSP with a diverse client base, from traditional companies, charities and schools, through to financial institutions, the skill set we require is equally broad.

The following areas are highly desirable for this role:

- Microsoft Office 365 – Understanding of the packages and systems involved in Office 365. Proven track record of managing the day to day administrations.
The following qualification would be beneficial:
 - 70-346 - Managing Office 365 Identities and Requirements
 - 70-347 - Enabling Office 365 Services
- Microsoft Server 2012 R2 – Experience managing Server 2012 R2 including Active Directory, DNS, DHCP and associated technologies.
- Storage Management – Experience with common NAS types, QNAP, Synology, Buffalo. Experience working with iSCSI connection, Raid management 0,1,5.

The following technologies would be beneficial:

- Domain Management, understanding of external DNS including A, CNAME, MX, SPF & TXT records.
- Networking & Switching – Physical and Wireless networking
- Remote Access – Experience setting up VPN's both remote and site-site across common firewall devices, terminal services and RRAS.
- Virtualisation – Experience with Hyper-V on single server environments and exposure to VMWare/VSphere.
- Network Security – configuring common firewall types such as Draytek and Sonicwall. Understanding of WAN setup and IP addressing. Exposure to different internet service technology. Experience with Port redirection/NAT.
- Mac OS X and Apple Devices
- Linux
- Mobile – Experience setting up and managing mobile devices including iOS, Android, Blackberry and Windows.
- Experience to Cisco Networking & Security

- Structured Cabling – Understand the difference between different types of structured cabling and patch management.

Package Details

Holiday: 22 Days + Bank Holidays

Salary: Dependent on experience, technology knowledge and qualification

Training Allowance: As required

Benefits: Annual Bupa health check-ups, weekly Friday breakfast, regular social events and lively, friendly working environment.

Interview Process

Nutbourne have a 2 interview process, which usually proceeds as below:

- **First face to face interview**
- **Final interview & presentation at Nutbourne's office**
 - 5 Minutes – Who are you and why hire you?
 - 30-40 Minutes – Technical subject to be communicated later.