

<b>Company:</b>	Clark Integrated Technologies	<b>Date:</b>	1 <sup>st</sup> November 2018
<b>Job Title:</b>	3rd Line Support Engineer	<b>Compensation:</b>	In the region of £40k
<b>Reports to:</b>	Service Delivery Manager	<b>Department:</b>	Engineering

### Job Description:

The 3rd Line Support Engineer role is responsible for Microsoft O365/Cloud/Azure servers under management at CiT. You will provide a high level of expertise across a wide range of Clark IT focussed solutions based on cloud implementation. You will also hold a responsibility to develop best practices covering your specific area of expertise and to develop these technologies within our lab environment.

Working in a fast paced environment where no day is the same, the ideal candidate will have experience working as a 3<sup>rd</sup> Line Support Engineer with the ability to build key internal and external relationships.

### Basic Functions:

- Take ownership of issues escalated to you
- Manage incidents through to resolution
- Advise clients on IT strategy
- Plan and schedule maintenance to servers
- Responsibility for the monitoring/reporting of servers
- Ensure your skills are up to date through mentoring and training
- Ensure all documentation is up to date and to highlight areas which require improvement
- Ensure the technical validity of server related projects and liaise with sales as to any queries
- Detailed understanding of server related project work undertaken
- Providing assistance to Service Delivery Manager and Technical Lead
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### Additional Duties and Responsibilities:

- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Communicate with clients through email, written proposal and company telecoms.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.
- Enter all work as activities or service tickets in ConnectWise.
- Mentor junior members of the support team

## Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- VMware vSphere 4.x +, installation and configuration
- o NAS and SAN storage, installation and configuration
- o MS O365 / Azure
- o Active Directory
- o DHCP
- o DNS (Local)
- o Microsoft Windows Server, working knowledge up to 2016 server
- o Microsoft Exchange Server, working knowledge up to 2016 server
- o Microsoft SQL Server, working knowledge up to 2016 server
- o Microsoft Windows Desktop Operating Systems
- o Patch Management
- o Anti-Virus Management
- o Server Backup Configuration and Management
- o TCP/IP Advanced – IP Addressing Experience
- o Routing – Dynamic and Static Experience
- o Switching Experience
- o O365 Migrations

## Educational/Vocational/Previous Experience Recommendations:

- You will have 5 years' experience and hold an MCSE or MCITP and CCNA qualification as well as working knowledge of Microsoft O365 / Azure, VMware vSphere and ideally certifications in these areas.
- Preferably experience in Cyber Security and Ethical Hacking with CISMP or CISM qualifications

## Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits included.
- Performance based incentives.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*