

3rd Line IT Support and Installation Engineer - Havant

Who are Cybrid Solutions?

Cybrid Solutions is an award-winning technology solutions partner specialising in providing innovative technology solutions and IT support for businesses both nationally and internationally. We offer IT Support, Backup and Recovery, Cyber Security, IT Infrastructure and Intelligent Surveillance services to clients across a range of sectors. Our core small, skilled team based in Havant invest in building collaborative and fluid customer relationships that grow to help meet new challenges with confidence, speed, and agility.

We're looking for an experienced 3rd Line Support Engineer to join our team based out of Havant, Hampshire.

Overview of the role

The 3rd line IT Support and Installation Engineer will be a vital member of our team, ensuring the effective resolution of client incident tickets and the design and installation of new IT systems.

Working closely with Cybrid leadership to deliver each client's specific technology requirements, the role will be busy and challenging. Providing excellent customer service and support through organised call and ticket management is an essential component of the role.

Working closely with our clients and third-party support organisations to offer effective resolutions, the right candidate will use their detailed knowledge of LAN and WAN troubleshooting, all desktop and server operating systems, cloud and Office 365 solutions, managed backup, antivirus, and web and email filtering platforms.

Some out-of-hours on-call work will be expected, and a full driving licence is required as on-site client visits will be necessary.

Day-to-day roles and responsibilities

- Ensuring tickets are completed and closed off in line with Cybrid procedures utilising excellent customer service.
- Following up on open tickets to provide an effective solution or to escalate for additional support from the Cybrid team or via a third-party supplier.
- Manage work queues and prioritise events, re-assigning work where necessary to ensure compliance within Cybrid service agreements.
- Assist in the design and installation of new infrastructure and systems.
- Ensuring all activities align with ITIL procedures.
- Handling customer queries and complaints in collaboration with Cybrid management.
- Escalate any customer issue or problem requiring further investigation or advanced support.

- Contributing to an effective service team performance by meeting daily, weekly and monthly targets by monitoring own personal performance against SLAs.
- Carry out any other ad hoc duties and/or projects as required by management in pursuit of company objectives.

Experience, skill set, and person specifications required

Essential

- Educated to A-level (or equivalent) or above.
- At least 3-5 year's relevant IT industry experience - ITIL Foundation v3/v4.
- A proven track record of customer service management and relationship management.
- Strong technical skills and knowledge in all areas including Windows server stack of applications such as Exchange server 2010 upwards, SQL, Windows server 2008 R2 upwards, RMM system and PSA.
- Active Directory configuration and administration, strong networking skills.
- Microsoft 365 and Azure configuration and deployment experience
- VMWare support experience (VCP an advantage).
- Good understanding of Enterprise hosting solutions and outsourced services.
- Networking up to CCNA standards, and WAN systems and router configuration.
- Knowledge of installing computer software, hardware, setting up new users and PCs and diagnosing software errors.
- Ability to create and maintain documentation and diagrams of office infrastructure, underlying services and systems.
- Passion to remain up-to-date with the latest developments allowing for periodical review of the appropriateness of technologies used, provide recommendations and drive the implementation of improvements for clients.
- Extremely good communication skills, both written and oral, to step into any situation handling it highly professionally to demonstrate the values and ethos of Cybrid.
- An exceptionally organised self-starter with a solutions-driven attitude who can work flexibly and use their own initiative to ensure delivery on outcomes.
- The ability to multitask, handling tickets and individuals with equal ease and professionalism.
- A people person who can remain calm under pressure to provide solutions in real-time.
- An out-of-box thinker who won't settle for the initial solution or idea but will always seek the best option available for the client.

Desirable

- Windows configuration and support experience (MCP or above preferred).
- Cisco Meraki configuration and support experience.
- HP Proliant Server Hardware configuration and support experience.