

Senior IT Support and Installation Engineer - Havant

Who are CYBRID?

CYBRID 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 Senior IT Support and Installation Engineer to join our team based out of Havant, Hampshire.

Overview of the role

The Senior IT Support and Installation Engineer role will be project orientated as well as day to day support requirements. The successful candidate will have an in-depth knowledge of Networking and Windows Servers.

The Senior IT Support and Installation Engineer role will be a vital member of our team setting the bar for junior engineers to work towards, ensuring the timely resolution of client incident tickets and by way of project engagement involving the design and implementation of Client IT systems and solutions requirements.

The role will be charged with ensuring audits and projects are delivered on time and all documentation is present and correct within our core systems, you will be working closely with Cybrid management team, Clients to CEO level and third-party vendors alike to deliver high standard fixes, solutions and consultation.

The environment will be extremely busy and challenging but the right candidate will be self-motivated and driven to provide exceptional customer service using their detailed knowledge of Windows Servers, VM Ware, MS365 Platforms.

Maintaining a high standard of work is an essential component of the role.

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

- Liaising with clients at all levels to facilitate design and install of new IT systems
- Major incident lead tech
- Client audits, reviews, results and recommendations for infrastructure
- IT project lead
- Product review and development
- CE and CE+ accreditation audits
- Perimeter defence technology reviews and recommendations.
- Ensuring the effective resolution of client incident tickets at escalation stage
- Ensure the delivery of each client's specific technology requirements remote and on-site
- Ensuring tickets are completed and closed off in line with Cybrid procedures utilising excellent customer service
- Manage work queues and prioritise events, re-assigning work where necessary to ensure compliance within Cybrid service agreements
- Contributing to an effective service team performance by meeting daily, weekly and monthly targets by monitoring own personal performance against SLAs
- Acting as a coach/mentor for the team
- Cover for 1st and 2nd line as required
- 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

- At least 10 years' relevant IT industry experience - ITIL Foundation v3/v4
- Strong solutions design and implementation skills
- High level 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
- A proven track record of customer service management and relationship management
- Active Directory and AzureAD configuration and administration
- Microsoft 365 and Azure environment 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
- 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
- Extremely good communication skills, both written and oral
- The ability to multitask, handling tickets and individuals with equal ease and professionalism
- 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 MCSA or above
- Cisco Meraki configuration and support experience
- VMware VCP or above
- Autotask PSA and Datto RMM / BCDR experience
- Mimecast (Warrior)
- Paxton building access security admin