



1st Line IT Support & Installation Engineer

Havant

Are you looking for a new, exciting role as part of a growing, highly renowned team that can provide you with the opportunity to work with some of the most interesting SME, Enterprise and Corporate organisations? Is your next role a career, not a job with an organization, one that encourages you to use your existing IT support skillset whilst providing you with the financial, organisational and educational support you need to continue expanding your technical capabilities? If you naturally take pride in the work you do we're keen to speak to you!

An award-winning technology solutions partner, Cybrid are not your usual MSP. We specialise in providing innovative solutions and IT support for businesses both nationally and internationally, embracing new ideas and ways of working which has allowed us to build a reputation as a trusted advisor on all things IT including Support, Backup and Recovery, Cyber Security, IT Infrastructure and Intelligent Surveillance services to clients across a range of sectors.

We are looking for a 1st line Engineer to join the team. You will be working closely with our clients to offer day to day support on PC, software and networks for fault-find and fix based primarily on Windows OS environments. In addition to this you will be required to perform administration of users in AD and 365, have an understanding of managed backup, antivirus, and web and email filtering platforms.

Key Responsibilities:

- Communicating with clients via phone, email and on occasion face to face.
- Utilising Autotask to create tickets, ensure all tickets are triaged within SLA and progressed, resolved and closed off in line with Cybrid procedures utilising excellent customer service.
- Facilitating rapid first time fixes for clients IT issues
- Day to day management of work queues, prioritizing events, re-assigning work where necessary to ensure compliance within Cybrid service agreements.
- 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.
- Documentation upkeep to ensure ITGlue documentation is relevant and up to date.

Skills & Experience:

- At least 1 year's relevant IT industry experience
- PC Hardware, software and network trouble shooting experience.
- Excellent ticket workload and time management
- Solid team worker with fine attention to detail.
- Experience in AD and 365 basic user management
- Experience in basic spam filter management – preferably Mimecast

- Exceptional customer care
- 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.
- MS foundation accreditations – Desirable
- Knowledge of Datto RMM and Autotask useful

This is a fantastic opportunity to join an expanding IT services company, becoming immediately engaged in managed services. A competitive salary and professional development opportunities are on offer for the right candidate alongside an employee centred benefits package including a contributory pensions scheme, fully funded training courses, first aid / defibrillator training, a tool box of industry leading equipment on your first day and Henry Lloyd work wear. Due to the nature 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. Transport will be provided. Apply now!