



## Support Engineer

Next2IT provides next generation IT services with a focus on Digital Transformation. Next2IT enables businesses to operate next generation technology without the need for technical knowledge, fully supported by our cloud experts. Founded in 2019 this ambitious start-up offers its employees the ability to rapidly progress their career whilst supporting the business during significant growth phases.

### The Job:

This role will entail working in a support capacity helping end users resolve IT challenges. Including, but not limited to, setting up team's calls, resolving printer issues, helping users get connected to the wireless, enrolling devices into Intune and general IT support. You will be supported by the team that can provide support within a moment's notice.

There may be the opportunity to work as required from client sites to undertake activities that cannot be performed remotely.

**Reporting to:** Deklan (CEO) / Technical Director

**Location:** Keys Business Village, Cannock.

### RESPONSIBILITIES:

- Troubleshoot desktop, mobile and system problems, diagnose and solve hardware/software Incidents/problems
- Incident and problem management
- Provide exceptional service support to the business.
- Provide solution(s)/work around(s) to incidents and problems.
- Install, maintain and support new applications
- Work to SLA thresholds for incident(s), request(s) and problem(s)
- Prioritising and managing several open cases and mini projects at one time
- Trend Analysis
- Establishing a good working relationship with the business and 3rd parties.
- Ensure that all system changes follow company change management processes



## ESSENTIAL SKILLS:

- Experience within IT service delivery
- **Exceptional Customer Service (Highly important!)**
- Experience with Office 365
- Background in using helpdesk software
- Proven ability to troubleshoot computer issues
- Excellent standard of written and spoken English
- Excellent communication skills
- Experience working with clients at a senior level

## DESIRED SKILLS:

- Experience in:
  - Cloud (AWS / Azure)
  - Linux & Windows
- Experience of networking
- A full UK driving license