



Contact sales
0330 1332 202



Have a question?
support@next2it.co.uk

Field Engineer

About Next2IT

Next2IT is a government-approved, Microsoft Gold, IT managed service organisation that provides 24/7 365 IT support for public and private clouds with an emphasis on cost optimisation through the use of automation. Established in 2020, our commitment to responsive, reliable, and accountable IT Support has rapidly elevated our reputation within the IT Services and IT Consulting industry.

About the Role

We are currently looking for an experience Field Engineer, providing support for public and private clouds (VMware ,HyperV, AWS,Azure). The successful candidate will primarily work closely with clients to resolve issues, install new hardware and software, and ensure the smooth operations of IT systems in various locations. The role requires a problem solver, that's experienced in using PowerShell to automate much of their workload. This role will be based working at customers sites.

Responsibilities

- Support public & private clouds (VMware, Hyper-V, Azure, AWS).
- Provide on site technical support to clients for hardware, software and network- related issues.
- Perform routine maintenance tasks, such as system updates, patched and backups.
- Provide networking support.
- Train clients on the use of IT systems and software as needed.
- Maintain accurate documentation of configuring, installations, and troubleshooting procedures.
- Support and manage the Microsoft Tech Stack (Active Directory, SCCM, DHCP, DNS, Azure AD).
- Incident and problem management
- Provide exceptional service to the business.
- Work to SLA thresholds for incident(s), request(s) and problem (s).
- Prioritising and managing several open cases and mini projects at one time.
- Establishing a good working relationship with the business and 3rd parties
- Ensure that all system changes follow company change management processes.
- Field based at customers sites weekly.

Qualifications and Experience:

- Bachelor's degree in computer science, information technology, or related field (or equivalent work experience).
- Proven experience as a field engineer or similar role in IT support.
- Strong knowledge of IT systems, networking protocols and hardware components.
- Proficiency in troubleshooting and diagnosing technical issues in a fast-paced environment.
- Excellent communication skills
- Must reside within a 25-mile radius of Stafford.



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Essential Skills:

- Full UK driving license.
- Experience working with clients at a senior level.
- Expectational customer service
- Experience within IT service delivery.
- Proven ability to troubleshoot computer issues.
- Excellent standard of written and spoken English.
- Excellent communication skills.

Desired Skills:

- Excellent troubleshooting and problem-solving skills.
- Experience of networking
- Exceptional communication and interpersonal skills.
- Experience working with a range of clients and products.
- Experience with Azure, Office 365, Active Directory (MS Stack).

How to Apply

Please visit our careers page at <https://www.next2it.co.uk/careers> and submit your CV and covering letter outlining your experience and why you would be a good fit for this role or apply via email recruitment@next2it.co.uk

Next2IT is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please note: Applications will only be accepted from candidates who live within a 25-mile radius of Stafford.

Job Type: Full-time

Pay: Up to £30,000.00 per year

Benefits:

- Company events
- Company pension
- On-site parking
- Work from home

Schedule:

- Monday to Friday

Experience:



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- Customer service: 2 years (preferred)

Work Location: In person