

Date: February 2021

Position: 3rd Line Infrastructure Consultant

Timeline: ASAP

Interview Date: TBC

Company Information

Established in 1979, Minster Micro Computers Ltd has been providing total IT solutions to the business community for over thirty years with customers ranging from small companies to corporate bodies with large multi-user networks and offices from London to Dublin. We are proud that our services are always reliable, robust, and have potential for future growth and flexibility, as we only deal with leading IT suppliers such as Microsoft, HP, and Pegasus. This opportunity is to join this established and well-respected IT business who have a clear vision for the future.

Minster are passionate about their business and want like-minded individuals to join them as they continue to grow.

Overview

We are looking to recruit an experienced infrastructure consultant to join our existing technical department.

You will be comfortable working both from the office and on customer sites (Post-COVID). As we support complete business systems, good knowledge of ERP/accounting systems would be an advantage. Reporting to the Technical Manager, we require an engineer with proven experience of working on a support desk, dealing with escalated supported calls and deployment of new systems.

Responsibilities

- Provide excellent “gold service” customer service.
- Ensuring company and customer specific SLA’s are always met, and exceeded whenever possible.
- Support of Windows Server 2008 through to 2019 (hosted and on premise), Active Directory, DNS/DHCP, Group Policy etc. plus MSP technologies such as Remote Server Monitoring, Managed Antivirus, Cloud Backup, Patch Management etc.
- Regular checks throughout the day of Remote Server Monitoring (of our customers systems) and either resolution of reported issues or escalation to the team.
- Regular checks throughout the day of Support Mail and Support System for new jobs and either resolution of reported issues or escalation within the team.
- In-house preparation and configuration of File Servers (on premise and hosted environments), Switches, Routers, UPS’s, Workstations, Printers/Scanners/MFP’s etc. prior to onward installation and deployment.
- Assisting with in-house repairs of equipment.
- Ensuring Loan Equipment is ready for ‘next use’ i.e. re-configured after use back to its original condition.



Candidate Requirements

- A proven track record via previous experience and references within this role; a sound technical background within our marketplace.
- At least 3 years' experience in a similar role.
- Great communication skills and ability to empathise with customers, and so maintain a well-balanced and realistic relationship with them.
- A vibrant personality with a 'can do' attitude who is full of enthusiasm and ideas, helping to maintain a positive working atmosphere.
- Outstanding time and job management skills.
- To be able to cooperate effectively with other company departments, ensuring a mutual 'work together' approach is maintained.
- To confidently engage with the management team.
- An outstanding attendance record, always punctual for both work, smartly presented at all times, with a calm but confident persona when dealing with difficult situations/people.
- Confident and polite telephone manner
- Good organisational skills and attention to detail
- Strong technical knowledge, and understanding of ERP/accounting systems an advantage.
- It is essential to have knowledge experience along with architectural and deployment of:

Microsoft Office/365 knowledge/experience.

Microsoft Teams knowledge/experience.

Microsoft Azure knowledge/experience.

Microsoft SQL knowledge/experience.

Microsoft Sharepoint knowledge/experience.

Package

Salary - TBC

20 days holiday (excluding bank holidays)

Private Healthcare Scheme (after probation)

Pension

Working Hours

Monday: 9am – 5.30pm

Tuesday: 9am – 5.30pm

Wednesday: 8.30am – 5.30pm

Thursday: 9am – 5.30pm

Friday: 9am – 5pm

Please note from time-to-time, you will need to be flexible for customer meetings.

