



The Role

IT Managed Services Support Engineer – Level 2

Reporting to Service Manager

About us As a Digital Transformation Partner, we accompany companies into the digital future. Our range of IT solutions includes consulting, implementation, services and the operation of IT systems. Our customers benefit from our extensive expertise and our innovative portfolio that covers the IT requirements necessary for a successful digital transformation.

Job Overview

The role of a level 2 Managed Services Support Engineer is to provide support to customers, both remotely and at customer premises, across multiple technology areas with a focus on desktop virtualisation technologies. Putting KBS Customers first, you will provide a 2nd line support to our Managed Service Clients, to ensure all services are running to its optimum performance and that all departmental Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) are met on your home site as well as any remote sites that you and your team also support. You will also participate in site-wide projects that support client project needs and solutions, working with the Digital Transformation consultants.

Profile

Job Requirements

- Manage workload and prioritise multiple open tickets while meeting SLA thresholds for incidents, requests, and problems.
- Take full technical responsibility for incidents, requests, and problems, conducting comprehensive diagnostics with end-users to ensure ticket resolution and project completion.
- Perform regular maintenance and patching of infrastructure, endpoints, and servers.
- Act as an escalation point for support calls from various support tiers, ensuring timely and effective resolution processes.
- Provide technical maintenance and support for all IT hardware and software used by end-users.
- Provide onsite technical support, confidently and professionally engaging with customers at all organisational levels.

Personal Requirements

- The ability to clearly explain technical concepts to non-technical individuals.
- Exhibit a customer-centric approach to support, prioritising customer needs.
- Excellent communication skills, both verbally and in writing.
- Well thought out approach to troubleshooting technical issues.

- Effectively prioritise tasks and manage time efficiently.
- Display excellent time management skills, with awareness of time constraints, priorities, and deadlines.
- The ability to research and learn new technologies and provide solutions.
- A good team player - contributing knowledge and collaboration.

Experience:

- At least 2+ years in an IT Support role (2nd line experience is beneficial + MSP exp)
- Excellent experience with Windows Server and Desktops
- Extensive knowledge on Microsoft Azure and Microsoft Office 365
- Great knowledge working with Active Directory & Azure AD
- Vast knowledge on DNS, DHCP and Group Policy
- Backup - Configure, maintain, troubleshooting experience.
- Good experience with Networking, switches, subnets, LAN, WAN, DNS

Other ad hoc duties as required

Special Requirements for this role (e.g. out of hours working, driving license required):

**Out of hours call out once induction completed

Person Specification:

Skills & Qualities Required:

- A high level of self-motivation together with a willingness to learn new skills
- A flexible and enthusiastic approach to the job
- Good Team Player
- Problem solving and decision-making skills
- Knowledge and understanding of Cloud Concepts
- Knowledge of Microsoft Azure ecosystem
- Can demonstrate exceptional levels of customer service and care and project delivery
- Good communication, organisation Skills,
- Strong time management

Other Information

- Location: Belfast – Onsite required
- Hours of work: 9:00am to 5:15pm Monday to Friday, with 1 hours paid lunch
- Driver's license essential
- Salary – Competitive (negotiable)
- Holidays start at 20 days plus statutory/bank holidays.
- Pension
- Attendance Bonus
- Certified training
- Other benefits

Start date: ASAP

Signed: _____

Name: _____

Date: _____