



## 2<sup>nd</sup> Line Support / IT Support Technician

**SALARY**        £26,000

**HOURS**         Monday to Friday 8:30am – 5:30pm

**LOCATION**      Basildon

We are a medium sized business service group with operations covering telecommunications, technology and energy. Due to continued expansion we are looking for a talented and enthusiastic individual to join the team.

ADSI is fast paced, successful and flourishing; providing the perfect opportunity to grow and expand your knowledge over various technologies. You will need a strong customer service focus to couple your technical ability; communication skills are also key.

You will assume responsibility for responding to end user issues requests and incidents; the installation, support, management and maintenance of systems; hardware and software asset management as well as being actively involved in the delivery of various projects. Organisational and analytical skills are essential, as is the ability to prioritise, plan and adhere to deadlines.

### **You will be required to:**

- Provide IT support functions to ADSI Clients and ADSI Internally
- Respond to queries, run diagnostic programs, isolate problems and determine and implement solutions
- Identify and respond to calls in a professional manner.
- Provide remote management and maintenance of client network environments.

### **You have the following skills and ability:**

- Good knowledge and/or experience with Server 2008 R2 to 2012 R2.
- Configuring and managing Active Directory, Group Policy, DNS and DHCP
- Experience in Virtualisation technologies (VMware, Hyper-V)
- Experience with desktop operating systems from Windows XP to Windows 8
- Microsoft Office 365 support
- Citrix XenApp installation and support
- VMware Virtualisation installation and support
- Previous Experience working with MSPs
- ITIL Certified (v3)
- Excellent communication skills - ability to deal with all levels of end user & partners/vendors

### **We have/offer:**

- A competitive salary coupled with fabulous incentives; worldwide trips and big nights out
- An attractive holiday package allowing you to recharge
- Hours which favour a work – life balance
- An open mind for new ideas and a structure that allows us to swiftly implement change
- A passion for technology; we understand the important part it plays in the operation of a successful business.