



Junior IT Help Desk Engineer

SALARY 16k

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 an enthusiastic IT Junior Help Desk Engineer to join our team.

ADSI is fast paced, successful and flourishing; providing the perfect opportunity to grow and expand your knowledge over various technologies. The role will suit someone who has at least 1 year of IT/Help Desk experience, perhaps having completed an apprenticeship and ready for their next challenge.

You will have supported the installation, management and maintenance of systems, hardware and software asset management, as well as participating in the delivery of various projects.

ADSI places IT at the heart of everything that we do. As part of an Infrastructure Team of 5 staff you will need a strong customer service focus to couple your technical ability; communication and organisational skills are key.

Key responsibilities

- Provide IT support functions to ADSI Clients and ADSI Staff
- Remote management and maintenance of client network environments.
- Responding to queries, running diagnostics, isolating problems and implementing solutions
- Identifying and responding to requests in a professional manner.

Preferred Skills

- Good knowledge and/or experience with Windows Server all iterations
- Configuring and managing Active Directory, Group Policy, DNS and DHCP
- Experience in Virtualisation technologies (VMware, Hyper-V)
- Experience with Windows desktop operating systems
- Microsoft Office 365 support
- Previous Experience working with an MSP
- Excellent communication skills - ability to deal with all levels of end user & partners/vendors
- Self-motivated and a team player