

Server & Desktop Support Engineer Vacancy – July 2021

Requirement and Job Description

MPS Networks is an end-to-end, fixed and mobile, voice, data and IT communications solution provider. We work with private and public sector organisations to define, develop, integrate, manage and optimise networked solutions which deliver business process change and return on investment.

Since incorporation in 1991 the Company has employed a strategy combining organic development with strategic acquisition which has and continues to drive growth. More information at www.mpsplc.co.uk

We are currently searching for a Server and Desktop Support Engineer to join our team, working from the West Midlands, supporting our client base comprising circa 2000 Private and Public Sector organisations throughout the UK.

You will be working as part of a team to design, configure, manage and support the core server and desktop infrastructure for our clients, along with the ongoing development of the infrastructure in terms of growth, product evaluation and functionality.

Key Personal Skills

- An outgoing individual who is confident working alone or within a team environment.
- A confident and effective communicator at all levels (written and oral).
- Excellent numerical and analytical skills.
- Excellent client facing skills.
- Flexible and quick to respond to changing working demands.
- Able to work in a methodical manner, multi-task and prioritise own workload to match deadlines
- Ability to work well under pressure.
- Able to converse with Key Business Stakeholders to explain technical issues concisely
- Excellent fault-finding skills

Key Technical Skills

Operating Systems: Windows Server 2012 R2, 2016, 2019 – Windows 10

Applications: Microsoft Office, Microsoft Exchange, Veeam Backup & Replication, Sentinel 1 EDR, Eset Endpoint Protection

Services: Active Directory, DHCP, DNS, LAN/WAN, Hyper-V, VM-Ware, Azure, Microsoft 365 Standard & Premium, Barracuda, Remote App & Desktop Connections.

Working as a Server & Desktop Support Engineer supporting the infrastructure for our business customers as well as internal systems.

- Provide technical support for any hardware or software related issues highlighted by our customers or internal users
- Assist with the management of the internal infrastructure.
- Liaise with 3rd party support providers when support issues arise

Other Tasks/Role Development

- Responsible for own service ticket queue from 1st to some 3rd line, escalating where appropriate
- Attending customer premises to resolve support issues
- Provide out of hours support on a rota basis.
- Work within an expanding team to deliver excellent customer service