rocksalt
IT Consultancy Services

Third Line Computer Support Engineer

Location: Oldham, Greater Manchester

Salary: £32,000 - £36,000

Job Type: Permanent

Benefits: 33 days holiday (including bank holidays), staff training, flexible working, cycle to work scheme.

The Job

In this Third Line IT Support role, you will be guiding others in the deploying and configuring physical and virtual servers, maintaining and expanding existing infrastructure and implementing the roll-out of new technologies for a wide variety of clients. You will be tacking complex technical problems and overseeing projects through from start to finish. Benefits include 33 days holiday (inc bank holidays), staff training and flexible working (negotiable). We also offer a cycle to work scheme and have onsite shower facilities.

Who should apply?

We are looking for someone who is passionate about delivering high quality technical solutions in an industry where the overriding culture is of mediocre IT support. This person should be a pleasure to work with, able to inspire their team members, conscientious, self-motivated, and striving to work their best at every task. They should also have an in-depth knowledge of a variety of IT systems, demonstrated through a capacity to diagnose complex issues, suggesting, and sometimes implementing solutions.

Rocksalt

Since Rocksalt began in 2003, our growing team has worked hard to build a quality business, providing friendly expert IT services to numerous clients in Greater Manchester and beyond. Whether working from home, based in our town centre offices, or on site with the client, we pride ourselves on offering clients a **personal** service and frequently go the extra mile to meet their IT needs.

There is now an opportunity for a talented, technically minded individual to join our team, tackling the interesting challenges which IT support brings. We encourage our staff to take an active role in developing their knowledge and skills and provide progression and development opportunities. Outside

work time our team enjoy good food together, games (both computer and strategy board/card games) and the occasional social night out. We also enjoy meeting up for our annual camping and BBQ weekend!

Key Responsibilities

- Maintain IT infrastructure for both ourselves and our clients, supporting hardware and software applications remotely and onsite.
- Protect our data & our client's data and systems from the ever present and increasing risk of cyber-attack.
- Assist first and second line team members with complex issues and make some judgement calls about the order in which tasks are attempted.
- Recommend new equipment to clients and support the process of quoting, planning, purchasing and installing both on-site and remotely, liaising with clients in a competent and professional manner.
- Provide in-depth analysis of client's IT infrastructure and recommend improvements.
- Inspire, lead, update, and support other team members.
- Support senior management by working towards and upholding the company's vision and objectives.
- Communicate with respect and clarity in all types of written communication, face-to-face interactions and on the phone/video calling.
- Feedback to and liaise with managers and clients, keeping them updated with the progress of relevant work.
- Manage faults identified through hardware monitoring, identifying trends, and taking proactive steps to pre-empt issues arising.
- Ensure that correct procedures are used during the set up and installation of equipment, keeping equipment and consumables organised and tidy to promote efficiency, health, and safety.
- Thoroughly document all aspects of work undertaken along with guides, instructions, and FAQs for others to follow, aiming to improve the knowledge base of the team.
- Assist with the provision of IT related training sessions for staff and clients.
- Maintain high professional standards of attendance, punctuality, appearance, and conduct.

Essential Skills and Experience

The following characteristics are vital for applicants for this job role:

Personal:

- Significant experience working in the IT sector in customer facing roles (min 5 years)
- Excellent organisational and time-management skills
- Excellent interpersonal and communication skills, maintaining respectful and positive relations with management, colleagues and clients.
- Willingness to travel to client sites and flexibility in working hours.
- Excellent written and verbal communication skills in fluent English
- Intuitive, diligent, and proactive work ethic

- Exceptional problem management skills, able to spot trends, apply a methodical, logical approach to identify root causes, map out and evaluate possible solutions and implement these as part of a team.
- Permission to work in the UK.

Technical skills and experience:

- A relevant university degree or equivalent qualification.
- Extensive knowledge of Microsoft Windows Server, Microsoft Applications and Microsoft Services especially 365.
- Some experience and understanding of Linux/BSD and BASH.
- Significant experience of administration and configuration of virtualisation technology including Hyper-V & VMware along with storage technologies such as RAID, SAN & NAS.
- Thorough understanding of Firewalls & Routers.
- Advanced networking and security experience including knowledge of TCP/IP and all its associated protocols and services.
- Experience of configuring Active Directory and PowerShell.
- Some degree of scripting or coding skills.
- Significant knowledge of desktop and server hardware.
- Experience leading others.
- Experience of dealing with complex technical issues and multiple priorities.

Desirable Skills and Experience

Technical Skills and Experience:

- Comprehensive overview of computer networks
- SQL, Select queries and ODBC
- Backing up virtual environments (Veeam etc.)
- VOIP Systems, including FreePBX/Asterisk
- VLAN, VPN, switching, routing, NAT & IPv6 configuration
- Wireless mesh and bridging
- Cloud technologies
- Ability to script
- Differentiating between broadband technologies
- Understanding of SSL Certificates
- Experience in report writing
- Experience leading and organising workloads for a dispersed and varied team
- Microsoft certified

Interested?

Do you want to be part of our friendly team of enthusiastic tech minded individuals? Please send your current CV to cv@rocksalt.computer. Closing date 2/9/22.

Note: Rocksalt is an equal opportunities employer; we appreciate the value of a diverse team. Please do not hesitate to make us aware of any additional needs you may have so that we can make necessary adjustments to our recruitment process.