Desktop Support Engineer

Description
This is hands-on technical role will be reporting into the IT manager where you will have an opportunity to work in a company with operations supporting several sub-companies helping with any technical issues and managing ticket requests.

Responsibilities
Provide deskside and remote support on various applications, including Windows, MS Office/Microsoft 365, MacOS, messaging tools (Teams / Slack), multiple cloud platforms.

- To diagnose faults within technical systems and hardware and take appropriate action or escalate where necessary ensuring best in class IT support
- Understands and complies with use of all standard procedures and ITIL processes
- Research and resolve technical issues efficiently and follow up directly on recommendations and action plans to deliver an effective and efficient white glove IT service.
- To maintain / enhance working knowledge of emerging technology and industry best practice, gaining knowledge and expertise through hand-on experience, self-study, and other agreed learning environments.
- Supporting multiple cloud platforms
- Support of multifunction print / secure print
- Competent in supporting Windows and Mac OS
- MDM device management, device builds
- Audio visual support for conference rooms
- Solutions implementations
- New joiner onboarding , induction

Qualifications

- Proven track record of working within complex technical environments, developing and implementing solutions.
- Strong collaboration and customer engagement skills.
- Minimum 5 years experience in IT support role.
- Experience supporting C-suite users.
- Demonstrate ability to maintain a customer-service focus and attitude at all times.
- Excellent time management, with a flexible approach to ensure adequate support for the office.
- Must be able to remain calm in pressure situations and adapt quickly to change.
- Excellent troubleshooting skills.
- Understanding of ITIL processes.
- Competent in supporting Windows and Mac OS.
- Proficient Audio & Visual technical support experience.
- Knowledge of supporting Microsoft 365 and Azure / Intune.
- Supporting and administering devices via mobile device management tools.

Hiring organization
Company Name

Employment Type
Full-time

Job Location
London

Date posted
May 29, 2024

- Be friendly, approachable and inquisitive with a positive "can-do" attitude.
- As we are a small team a willingness to get hands dirty is essential. Cover L1 support calls and help with moves when required

Job Benefits

This is an onsite role with the opportunity to work remotely from home one day a week.