



<https://rentecheuropeltd.co.uk/job/desktop-support-engineer-l2/>

## Senior Desktop Support Engineer

### Description

We are seeking a highly skilled and experienced Level 2 IT Engineer to join our dynamic team. The ideal candidate will have a strong background in Microsoft 365, proficiency in PowerShell scripting, and expert-level knowledge of Microsoft Intune. Being a Cloud first business, the role will include administration of multiple SAAS platforms, MDM and cloud printing.

Administer various applications, including Windows, MS Office/Microsoft 365, MacOS, MD, messaging tools (Teams / Slack), multiple cloud platforms.

### Responsibilities

- Maintain the company's Microsoft 365 environment, ensuring optimal performance and security across multiple MS Tenants
- Develop and execute PowerShell scripts to automate routine tasks and deploy system updates
- Utilize Microsoft Intune for mobile device and application management, policy deployment, and security compliance
- SAAS integration, SSO SAML provisioning
- 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
- Provide second-level support for IT-related issues, including troubleshooting and resolving complex technical problems.
- Provide cover for Support Technician when required
- Collaborate with IT team members to design and implement new system solutions
- Administer cloud platforms, secure print
- Conduct regular system audits and prepare reports on system health and compliance status
- Mentor junior IT staff and end-users on IT best practices and new technologies
- New joiner onboarding , induction. Process JML
- As we are a small team a willingness to get hands dirty is essential. Cover L1 support calls and help with moves when required

### Qualifications

- Minimum of 5 years of experience in IT engineering roles
- Strong knowledge of Microsoft 365 services and administration
- Expertise in PowerShell scripting for automation and configuration tasks
- In-depth understanding of Microsoft Intune for device management and security

### Hiring organization

Company Name

### Employment Type

Full-time

### Job Location

London

### Date posted

May 29, 2024

- Excellent problem-solving skills and the ability to work under pressure in a complex environment
- Experience of multi-tenant, B2B configuration a plus
- Strong communication and interpersonal skills
- Proficient with best practice IT security
- Excellent time management, with a flexible approach to ensure adequate support for the office
- Relevant certifications (e.g., Microsoft Certified: Administrator Expert)
- Understanding of ITIL processes
- Be friendly, approachable and inquisitive with a positive “can-do” attitude
- Experience of supporting Mac OS / JAMF a plus

**Job Benefits**

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