

# 2nd Line IT Helpdesk Engineer

**Remote**

**Up to £25,000 a year - Permanent**

Prodigy IT Solutions is the outsourced IT department providing IT support to Small and Medium-size Businesses. We are a customer service business that happens to do IT with a huge emphasis on customer service and delivering the very best we can for all clients.

Thinking as an employer of choice we recognize that in order to attract the best talent you need to look after your teams. Having won the best place to work in their local area and been a finalist in the last few years we understand what it takes to provide a good working environment where staff are appreciated and at the heart of what we do.

This role will have the added benefit of offering the flexibility of working from home on a full-time basis whilst focussing on delivering excellence to their clients. Prodigy is a customer service business that happens to do IT, so if you are very customer focussed and love solving technical issues on the helpdesk then this role is for you!

No one day is the same and the role can get very paced dealing with a variety of technical issues. You will have a good support network around with colleagues offering you a point of escalation, the fact we will assign you your own clients allows you to build a great rapport getting to know their business inside out.

We don't limit or classify what problems you can fix so there will be definite variety and exposure to all sorts of technical problems and solutions. The fact that the majority of our clients are non-technical means we take a non-jargon approach, so as well as demonstrating core technical competence we like to see great communication and customer service skills where you are looking to exceed client expectations in all you do.

Our clients range from all types of industry and of different sizes, we are looking for someone who has a diverse background in helping all types of small and medium-sized businesses remotely and is able to work well under pressure.

The role is very rewarding and satisfying knowing you are the face of the company to clients who will rely on you to keep their business as operational and productive as possible.

To stay in touch with colleagues we ask that when logistically possible you attend the office once a month, it's important that you stay in tune with the company ethos and culture. We also have an evening MS Teams meeting which is a great opportunity to have your say on the business as well as the Directors discussing company updates, goals and solutions. We even have a quarterly staff outing where we like to let our hair down.

### **About you:**

For this IT Support role, you will need excellent customer service skills and ideally experience in the following areas and technologies:

- Experience supporting small-medium size businesses
- Windows Server 2012,2016,2019 environments and the following is key:
- Hyper-V & VM Ware experience
- SQL
- Hosted/Cloud emails, backups, desktop solutions, Microsoft Azure, Amazon AWS
- MS Hosted Exchange / Office 365/ MS Teams/ Intune/ Azure AD / AIP
- Terminal Service / Remote Desktop services / Clusters
- LAN / TCP/IP / DHCP / DNS / Firewalls / VPN's / Wi-Fi / WatchGuard / CISCO / Meraki
- Fibre / EFM / Leased Lines
- Solarwinds Remote Management Tools
- Advanced Threat Protection
- Windows 8/10/Apple & MS Office range
- General software, Sage Accounts, Anti-Virus, Backup tools, etc.
- Basic understanding of Cyber Essentials Policies & Procedures
- Familiar with Connect Wise Manage

What you can expect:

- Working from home
- 24 days holiday (plus bank holidays)

- MS Training/ certifications
- Soft skill training
- Company laptop / Monitors / K&M
- Quarterly staff outing

Job Type: Permanent

Salary: Up to £25,000.00 per year

Benefits:

- Work from home

Schedule:

- 8-hour shift

Experience:

- IT Support: 1 year (required)

Work remotely:

- Yes

## **How to apply for this role?**

To apply, please send your CV and a covering letter to [info@prodigyitsolutions.com](mailto:info@prodigyitsolutions.com)