

Onsite IT Support Engineer

Blandford Forum DT11

£22k-£30k depending on experience - Full-time, 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.

Brilliant opportunity for field-based support or engineer to exercise a range of skills in a very varied role with no day the same. The role will predominately involve onsite technical support and installations; however, it will also include remote support and workshop build/repairs.

You will be joining an award-winning best place to work MSP with a very forward-thinking approach. We are a small but ever-ambitious and growing company and will involve mostly supporting business clients but will include some home support to a handful of clients.

Our team is very well structured with points of escalation and a great working atmosphere. External and in-house training will be offered including MS Certification and other professional development. For the right person, the natural progressive role would be to move into a 3rd line role which would involve more project-based and complex installs. The role will report to the Service Delivery Manager who on a day-to-day basis will provide great support and guidance.

You will be joining an existing team of two Onsite Engineers serving clients typically within a 1.5-hour radius of Blandford Forum, Dorset.

The right person will have experience in the following areas:

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

- Experience supporting small-medium size business
- Windows Server environments, 2012 and above
- Terminal Service / Remote Desktop services

- Hyper-V / VM Ware
- Office 365 including Exchange, SharePoint & Teams
- LAN / TCP/IP / DHCP / DNS / Firewalls / VPN's / WiFi / Watchguard / Draytek
- Windows 7 and above & MS Office range
- Good knowledge of computer hardware
- General software, Sage Accounts, Anti Virus, Backup tools, etc
- VoIP Systems

What you can expect:

- Working from home
- 24 days holiday (plus bank holidays) / Additional 6 half-day Fridays per annum
- MS Training/ certifications
- Soft skill training
- Company laptop / Monitors / K&M / Company Van
- Quarterly staff outing

Job Types: Full-time, Permanent

Salary: £22k-£30k depending on experience

Benefits:

- On-site parking

Schedule:

- 8-hour shift

Work remotely:

- No

To apply for this role:

To apply, please send your CV and a covering letter to info@prodigyitsolutions.com