

Job title:	Senior Support Engineer (3 <sup>rd</sup> Line)
Reports to:	Head of Service Operations
Location:	London

## About TiG

We believe specialist UK firms deserve the same level of service they would give their own clients.

We know that clients want expertise, a service they can rely on and intimate support from a named individual who knows their business.

Our relentless commitment to finding the best solution, our sense of pride in helping our clients achieve their goals and our thirst for understanding how technology improves business are what make us successful.

With us it's Personal

## Main Responsibilities:

Ideally a 3rd line will be responsible for providing excellent customer service and specialist 3rd line support to our clients. You will work as a key part of the helpdesk team, to resolve IT incidents ensuring department KPIs and Service Level Agreements (SLAs) are met.

- Key objectives Excellent analysis and troubleshooting skills across a wide range of technical services
- Excellent customer service and communication skills
- Wide-array of core technologies (Windows Server, Linux, Mac OSX, Exchange, Citrix, VMware (ESXi), Hyper-V, RDS, Mimecast)
- Backup Systems (BackupExec, Veeam, Windows Server Backup, Asigra)
- Unified Communications and Collaboration (Lync, Office 365 and Exchange, Office365)
- Cloud technologies, desire to learn Azure
- Network and Security support (TCP/Routing/Firewalls/Switching/VPN/Web filtering/AntiVirus)
- SANs; NetApp, HP, Dell,
- Desktop Systems: Windows 7 / 8 / 10 with Office 2007 onwards
- Domain Services, Group policy, Active Directory, NTFS, ResFS, DNS, DHCP, RRAS, RADIUS
- Work as part of a supportive / friendly team
- Work with a number of world-renowned companies
- Play a part in TiG's strategic vision, redefining IT services
- Experience or understanding of the ITIL framework

## Principle Responsibilities:

- Deliver best practice call management: investigate, diagnose, detail and resolve complex incidents within an agreed fix time period
- Closure of incidents. Once the client is satisfied, ensure relevant details are logged within the call
- Identify repeat incidents as problems and assist in their resolution
- Comply with TiG and Client specific processes
- Provide 3rd line support for incidents, problems & requests
- Identify and document change requests
- Provide proactive support and maintenance for company infrastructure and business continuity
- Produce and update documentation for company systems
- Provide training, support and advice for colleagues
- Undertake communications with internal leadership teams

## Personal Specification

- We are a Microsoft Gold Partner and ideally would like you to have at least one MCP. If not, you will be required to complete one within your probation, you will be required to work in shift patterns, and be on-call once every four / five weeks.
- Previous experience in a Managed Service Provider environment, supporting multiple client infrastructures would be essential. Flexible and adaptable approach. Able to cope with tasks simultaneously
- A good understanding and some practical experience of ownership of logging, updating and closing incidents within a specified SLA. Ability to provide remote support using remote tools.
- An understanding of customer service skills and ability to manage communication between clients and 3rd Party vendor

## Benefits

- Monthly Staff Lunch
- Daily Fresh Fruits
- Pension
- Medical/Health Insurance
- Birthday Day Off
- Staff Outings
- Overtime / Weekend Extra Pay
- On-Call Shift Pay
- Training
- And lots more...

