



3rd Line Technical Support

Working for a young, ambitious IT Group with significant scope for growth based in the Plymouth Head Office,

This is a hands on role so would suit someone who has a strong technical background with excellent customer facing skills who can also lead an expanding team. The successful candidate will be responsible for their staff's workload as well as their own so the ability to prioritise and allocate work as appropriate is essential. Within the support department there is a Customer Services function so experience of managing a helpdesk is essential as well as managing a growing team to strict SLA's that vary across our client base.

If you're looking for a challenging, but rewarding role within an exciting company with innovative solutions, then this could be the job for you!

Essential Qualities we are seeking...

- Excellent customer care skills with a good phone manner
- VMWare Certified Professional, extensive VMWare experience
- 3 Year minimum experience of supporting MS Server 200x Active Directory based systems
- 3 Year minimum experience of supporting MS Exchange
- MCSE qualified
- Full clean driving licence and own car

Desirable Skills

- Experience of supporting multiple companies
- Experience of EquaLogic SAN's
- A good knowledge of either VOIP, VMWare or Citrix
- Experience of supporting Virtual Desktops

Salary - negotiable

Package will include;

- Mobile phone
- Pension

Agencies need not apply