

## Senior Service Desk Engineer

Rabb-IT Ltd are on an exciting journey to become the go to IT Businesses in Yorkshire. Already a well-respected MSP with an array of clients within the Yorkshire region they are now looking to expand. Based in the rural area of Calverley, Leeds where monthly lunches are bought to acknowledge and appreciate their dedicated staff.

This is an exciting and challenging role for a candidate with a proven track record of working in a busy technical service department. Leading by example fulfilling 1<sup>st</sup> to 3<sup>rd</sup> line duties on the desk and managing your own ticket queue as well as been the lead escalation point for 3<sup>rd</sup> line support on escalated incidents. You will create great experiences for clients, while building and maintaining long-lasting relationships built on trust. The ideal candidate will also help mentor the service desk engineers by developing their technical and customer service skills as well as providing great experiences for clients

## Benefits

- Healthcare and Well-being Scheme
- Pension Scheme (additional employer contribution)
- Training and personal development (including Free Microsoft Training)
- 25 days holiday plus extra Birthday holiday – never work on your birthday again!
- Free team lunch every month
- To be part of a growing business and the next success story
- A competitive base salary
- Annual Bonus tied to company profits
- Structured Induction Process (training on all aspects of your role to ensure you succeed)
- Great staff parties - a very important part of teambuilding
- Free Parking
- Fantastic culture & environment

## Essential technical skills

- Windows Server 2012r2, 2016, 2019
  - Active Directory & Group Policy
  - Hyper-V
- Networking
  - Managed Switches (Aruba, Unifi)
  - Firewalls (SonicWall, Unifi, Draytek)
  - TCP/IP, DHCP, DNS, VLAN/Routing
  - PRTG Network Monitoring
- Cloud Hosting Technologies (Azure/AWS)
- NAS Storage (QNAP, Synology)
- Office 365/SharePoint – Migrations/automation and integration/day to day management

- Network Security - SSL/Antivirus/Email Gateway
- Backups & Disaster Recovery – Veeam/MSP360
- Knowledge of VOIP
- Hands on knowledge of the procedures used in the installation, modification, maintenance and repair of IT hardware and software
- Produce and maintain detailed documentation of customer networks
- Broad knowledge & experience of “day to day” IT Support Issues and the aptitude to use past experiences to support Service Desk with any range of issues.

### **Personal requirements:**

- A clear focus on high quality work, with the interests of the customer at the centre of all you do.
- Proven experience of end-to-end delivery of Projects & Technical Solutions.
- Excellent communication skills for dealing with diverse range of customers
- Keen for new experience and to grow skill sets; a genuine passion for IT
- Strong time management skills; demonstratable both in the delivery of projects and in managing your own workload
- Polite, mature, credible, and comfortable in with working in a demanding environment
- Resilience and resourcefulness to work efficiently and effectively when under pressure and to tight deadlines
- Have a desire to be part of an overall team and achieve team goals
- Commercially astute, understanding the need to balance service levels with necessary re-charges
- Strong problem-solving skills
- Ability to work under own initiative
- Flexible, calm and approachable, 'can do' attitude
- Full driving licence with own vehicle

Feel you are up for the challenge? Apply, with CV and current salary, to [Careers@rabb-it.co](mailto:Careers@rabb-it.co)