Job Description
IT Service desk Engineer

Summary

JP2 IT are a small Managed IT Services Provider, based in London.
We are now looking to recruit a mature, people-oriented person who is a confident communicator.
This is a very technical IT position and would suit someone who has proven experience in an IT service desk environment with SLAs.
You will be part of a (virtual) service desk team, comprising the Service desk manager and two other engineers.
Our clients tend to be Christian/Catholic charities, some of whom receive IT support from us on a Pro Bono basis. Therefore, a living Christian faith is highly beneficial for this role.

Terms and conditions

- Job Title: IT Service desk Engineer
- Salary: depending on experience/ skills set
- Start date: ASAP
- Contract of employment: Initial six-month full-time contract with a potential to lead to a full or part-time, permanent role
- Hours: 35 hours per week, Monday to Friday with very occasional weekend work
- Place of work: Work from home with occasional meetings in our Central London office or on client site
- Holiday entitlement: N/a
- Pension scheme: N/a
- Contractual sick pay: N/a
- Expenses: Travel expenses for site visits are paid for.

Key responsibilities

- To provide professional, courteous and efficient technical support via Remote Desktop Connection, telephone and email for queries on all PC hardware, software and associated peripherals
- To set up user accounts, permissions and passwords and carry out new user inductions
- To set up new telephone handsets and assist in the management of the telephone system
- To deploy and maintain PCs and associated peripherals including new software installations and the redeployment of existing equipment
- To assist in the installation of new infrastructure hardware (servers, printers etc.)
- Patch management and maintenance of endpoint devices
- To compile and maintain an accurate inventory of clients' hardware and software and ensure that our clients have sufficient licences to cover all installed software and services
- To assist in the writing and compilation of technical documentation, guidelines and procedures
- Manage the day-to-day operation of our clients' on-site and cloud/off-site data backups
- To undertake any other work in line with the nature of the job and its level of responsibility
- To establish and maintain effective working relationships with third party suppliers & consultants
- To conform and comply with general IT industry standards and guidelines and any particulars set out in our client's IT strategies
- To meet our clients' internal Service Level Agreement targets for IT support.

Required Skills and Industry Experience

- ➢ Excellent knowledge of:
    - o Windows 10 and Office 2010/2013/2016 applications
    - o Microsoft 365 cloud platform, including OneDrive, Teams and Exchange e-mail
    - o Video conferencing using Teams and Zoom
    - o Routers, firewalls, VPN connectivity and managed/unmanaged Wi-Fi access points (We are a Draytek partner)
- ➢ A good working knowledge of the following technologies:
    - o On-site and cloud data backup
    - o Call logging/ ticketing systems
    - o Remote Management and Monitoring software (We are a Datto partner)
    - o Antivirus software (We are an ESET reseller)
    - o Microsoft Hyper-V, Active Directory, DNS & DHCP
    - o computer hardware components
- ➢ Basic working knowledge of:
    - o Windows Server 2012/2016
    - o VoIP telephony (We are a 3CX partner)
- ➢ Ability to explain technical problems in simple terms
- ➢ A dedication to maintaining personal and professional development to meet the changing demands of the job.

Personal Characteristics

- ➢ High level of professionalism and integrity
- ➢ Confidential and trustworthy approach to work
- ➢ Smart appearance
- ➢ Good written and verbal English communication skills
- ➢ Excellent time management
- ➢ Ability to work on own initiative and in a small team
- ➢ Analytical, logical and methodical approach
- ➢ Ability to cope with pressure
- ➢ Flexible and helpful attitude.

Opportunities & training

As the IT industry develops and moves forward so quickly, it will be essential to continually update your knowledge. You will need to stay up to date with the latest changes in all equipment and software used. This will not necessarily involve external or internal courses. Instead, you may be asked to learn about new changes by reading the latest manuals, online resources or learning from other engineers in our team.

If you are interested in applying for this position, please email your CV and covering letter to jobs@jp2it.com for consideration.