

/ Technical Support Engineer

This is a brilliant opportunity to join an enthusiastic and dynamic team which offers the successful candidate opportunities for ongoing development and training. Great company benefits include pension, healthcare, life assurance, 25 days holiday, childcare vouchers, cycle scheme, performance bonus. Location –St Asaph

Working for:

An exciting and innovative ICT provider that drives innovation from flexible managed services through reliable wireless networks to integrated managed network infrastructure solutions we give customers greater choice and underpin their success. Boston Group Turnover circa £45m with 250 +employees.

Pinacl is an equal opportunities employer accredited to IIP Silver so career progression will be available together with professional qualification paths. At Pinacl we have a team of people who want to be the best, working in an exciting and dynamic environment.

The job role:

We are looking to recruit a highly service focused 1st and 2nd line technical support engineer to support and maintain Pinacl's UK based customer managed services contracts, installations and service desk.

The successful candidate will have an advanced level of knowledge and experience in network, VOIP and security. In addition project management and planning skills are required with proven experience of managing technically complicated roll-outs across multi-user sites.

An in-depth understanding of and experience in network management of Cisco, Solarwinds, NetXMS, HP Procurve, Ruckus, Meraki, Polycom and Mitel range of products.

Responsible for:

- 1st & 2nd line technical support of voice, data and video networks
- Fault finding through to resolution and customer satisfaction
- Producing documentation, reports and diagrams plus record keeping
- Technical installation, testing and support delivering server load balancing, voice, video and data services
- Service Desk support and holiday cover, following ITIL processes
- Management of voice and data network backups to reduce impact of hardware failure.
- Providing 24hr on-call support by rotation

Who should apply?

Qualified to:

- IT degree level or similar IT qualification is essential.
- Cisco CCNA – essential
- Cisco CCNP - desirable
- Advanced Cisco ASA firewall - desirable
- Prince 2 Project Management - desirable
- ITIL Foundation - desirable

To succeed in the role, the following skills and attributes are key:

- Excellent customer service skills, including written and oral communication
- Proven experience in an networking/IT environment
- Ability to work alone & within a small team
- Pride in themselves and their work.
- Highly organized with ability to work under pressure to meet strict deadlines and SLA's
- Analytical and detail conscious

How to apply:

Email CV and covering letter to recruitment@pinaclsolutions.com, closing date 12th July 2019