

Job Description | On-Site Engineer

OVERVIEW

Job title:	On-Site Engineer
Responsible to:	Site Support Engineer
Department:	Safran
Based At:	On-Site – Safran Landing Systems, Gloucester
Hours:	Full Time
Rate:	Dependent on Experience

ABOUT US

We're a leading IT services and solutions provider offering end-to-end IT solutions for commercial and public-sector organisations. Ranked among the UK's top 50 IT companies, the Group has gained a reputation for providing a consistently high-quality service that has delivered long-term strategic relationships with both customers and suppliers.

We are proud of our team and as a family business we strive to ensure complete customer and employee satisfaction which is achieved by our friendly, energetic, fun and hardworking approach.

YOUR ROLE WITH US

Reporting to the Site Support Engineer, you will be working as a key member of the MBD infrastructure support team and you'll contribute to and be predominantly responsible for dealing with desktop, Server and network incidents/requests. This role may involve on site duties as well as visiting other local MBD sites.

This position is perfect for you if you have previous experience in the IT industry, looking to take the next step in your career and you have qualifications such as MCSE or equivalent (Windows 7/ Office apps). So, if you're enthusiastic, confident, and have outstanding customer service skills then you could be just the person we're looking for!

WHAT YOUR DAY WILL LOOK LIKE

Your key responsibilities;

- Take ownership of customer issues and drive problems through to resolution within agreed time limits
- Troubleshoot, diagnose and carry out research to assist and rectify issues
- Address user tickets regarding hardware, software and networking
- Provide, maintain & review processes and procedures
- Test alternative pathways (workarounds) to assist users in overcoming problems
- Ask customers targeted questions to quickly understand the root of the problem and conduct remote troubleshooting
- Provide prompt and accurate feedback to customers
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Customise desktop applications to meet user needs managing; adds, changes and installation of desktop equipment
- Provide hands on support for other IT teams as required
- Provide out of hours support, working within a rota as and when required
- Contribution towards Monthly KPI's and site objectives
- Resolving incidents and service requests with Client SLA

WHAT WE ASK FROM YOU

- ✓ IT qualifications – MCSE or equivalent (ESSENTIAL)
- ✓ Confident and personable nature with good communication skills
- ✓ Able to manage a varied and comprehensive workload
- ✓ Able to handle short deadlines and cope with the pressure of competing priorities in a calm and organised manner
- ✓ IT industry background (PREFERRED)
- ✓ Excellent Microsoft Office suite skills – Excel, PPT, Word (ESSENTIAL)
- ✓ Passionate about customers and the IT sector
- ✓ Able to manage a varied and comprehensive workload
- ✓ Skills - Numerate and fluent English – both written and spoken (ESSENTIAL)
- ✓ A good team player with the ability to learn quickly and take initiative
- ✓ Full UK driving Licence (ESSENTIAL)
- ✓ Experience of services delivered to Safran Landing Systems (PREFERRED)

WHAT WE WILL GIVE TO YOU

- ❖ Competitive salary
- ❖ Private Health Care Scheme
- ❖ 23 days holiday plus Bank Holidays
- ❖ Group personal pension scheme
- ❖ Long service awards
- ❖ Bonus scheme
- ❖ Life assurance scheme
- ❖ Health assured employee assistance programme
- ❖ Charity focused Company
- ❖ Company Annual Ball and other social events through the year