



Akita Systems Limited of Unit 15, Nepicar Park, London Road, Wrotham, Kent TN15 7AF

## JOB DESCRIPTION – 2<sup>ND</sup> LINE NETWORK SUPPORT ENGINEER

<b>Salary</b>	: Depending on qualifications and skills set
<b>Start date</b>	: A.S.A.P
<b>Full time</b>	: Permanent Contract of Employment
<b>Hours</b>	: 42.5 hours per week Monday to Friday . The 2nd Line Network Support Engineer needs to be available for work on a minimum of 8 Saturdays per annum. For overtime worked on a Saturday the 2nd Line Network Support Engineer may receive payment or time off in lieu at the Directors discretion. The 2nd Line Network Engineer will be required to work shift hours to suit the needs and requirements of the business:- 7:45am – 4:15pm 8:45am – 5:15pm 9:45am – 6:15pm On a roster basis there is an out of hours' service between 6:00pm – 8:00am Monday to Friday and 24 hours on Saturday, Sunday or a Bank Holiday. For being on call for the out of hours' service the 2 <sup>nd</sup> Line Network Support Engineer will receive additional payment. Details of the additional payment will be confirmed on offer of employment
<b>Holiday Entitlement</b>	: 32 days (including 8 bank holiday)
<b>Contractual Sick Pay</b>	: Commencing after 6 months continuous employment (terms applied)
<b>Expenses</b>	: Travel expenses for site visits
<b>Qualifications</b>	: Recognised Microsoft accreditations (MCSA, MCSE, MCP's) would be advantageous

### **About the Company**

Akita Systems Limited is a leading business IT support and service company. From our help desk office in Wrotham (near to M20/M26), we support customers across Kent, London and the South East.

Our engineers are client focused and are expected to manage every aspect of customer accounts at both the granular and strategic levels. The right person will be presented with a challenging and dynamic role, delivering high-quality IT services to our growing customer base.

Akita is renowned for its superlative customer service and helpful nature, key factors in the long-term relationships we build with our customers.

### **About the Role**

- ❖ The 2nd Line Network Support Engineer will be working as part of a dedicated team of engineers within a busy & expanding IT services company. The 2nd Line Network Engineer will be expected to work through helpdesk tickets and will have the opportunity to go out on site and visit clients
- ❖ The existing team is efficient and friendly as it deals with all kinds of support issues generated by the customer base. There is an approximate 50/50 split of time in and out of the office
- ❖ The 2nd Line Network Support Engineer will need to thrive on multi-tasking as they complete tasks like installing servers, replacing workstations, dealing with application faults and resolving OS faults as well as identifying and resolving network connectivity issues
- ❖ The 2nd Line Network Support Engineer will be given responsibility for their own projects where they will be expected to manage every technical aspect whilst maintaining constant liaison with the client
- ❖ The 2nd Line Network Support Engineer will primarily use the products and services within our established portfolio to recognise new business opportunities and then escalate them into new sales
- ❖ The role includes making suggestions to the client concerning future improvements in line with their individual business needs.



### **Key Skills & Background**

The successful candidate will be expected to demonstrate the following:

- ❖ Server networking (DHCP, DNS, RRAS, TCP/IP)
- ❖ Firewalling (Common port numbers, routing, network fault diagnosis)
- ❖ Remote working (RRAS, VPN, RDP)
- ❖ User support (Account unlocks, account creation, password changes, NTFS permissions)
- ❖ Exchange / O365 (Mailbox creation, distribution groups)
- ❖ Printer support (Network printing, common troubleshooting)
- ❖ Workstation support (All common troubleshooting)
- ❖ Excellent communications skills (specifically oral, literacy & numeracy)
- ❖ High standards of customer service and a personable nature
- ❖ Experienced problem solver
- ❖ Experience of SharePoint, Server Hosting (specifically VMware & Hyper-V) and Cisco IOS would be advantageous
- ❖ 1 to 2 years of previous experience on a helpdesk or as a site engineer