

ACEPARK GROUP



JOB SPECIFICATION

Job Title	2 nd / 3 rd Line Engineer
Division	IT Department
Location	Head Office
Reporting to	IT Manager
Hours	9.00 – 17.30
Permanent / Temporary / Fixed Term	Permanent
Start Date	ASAP

Role Overview

Based at our Head Office in Chorley, the 2nd/3rd line engineer (Infrastructure Engineer) role will be part of a growing IT team providing technical support across a group of companies in a national business.

You will work with the IT manager on various projects as well as providing support to the 1st and 2nd line I.T. team as well as the broader company.

Key Duties & Responsibilities

- Provide support to the 1st and 2nd line engineers while assisting with the support call workload from the rest of the business when necessary.
- Provide 3rd line support of the server and infrastructure maintenance and administration.
- Experience of design, implementation & management of virtual and physical environments including cloud migrations.
- Knowledge and experience of Cloud Services particularly Azure.
- Knowledge and experience of backup technologies (Veeam/Symantec)
- Experience working with Switches, Firewalls and Routers. (Draytek/HP/Cisco)
- Working with VOIP technologies.
- Knowledge of SQL and reporting.
- Creating and updating technical documentation.
- A collaborative approach with all members of the IT team.
- Other reasonable duties as required by the IT manager.

Qualifications & Experience Required

Required:

- A minimum of three years' work experience in an IT support role followed by relevant experience in an infrastructure administration position.
- Excellent written and communication skills.
- Good customer service skills.
- Valid UK driving licence.

Desirable:

- Microsoft accreditation in the desired fields including Microsoft and other vendors.
- ITIL Foundation

This role may suit someone who is already established or currently working in a second line position wanting to move up to a more rewarding role.