

Could
this be
you?



We're looking for a proven **Infrastructure Support Engineer** to join our winning team - Base Salary £25K to £35K (experience dependent)

Softwerx is an award-winning provider of Microsoft Cloud Security solutions in the UK and is currently growing at 20% per annum. We are now looking for an experienced Infrastructure Support Engineer to join our successful Service Delivery Team. As part of this team you will be providing server, desktop and network IT support for a wide range of customers, both remotely and on-site. This role will be based from our Cambridge office, but working remotely as per COVID requirements.

Key Responsibilities

- Provide varied levels of support for external customers remotely and onsite based on SLAs
- Communication with colleagues and clients
- Stay up-to-date and aware of the technical support issues, IT policies and best practice methods
- Mentoring and coaching of junior engineers

Experience & Key Skills

- Minimum 3 years IT experience in a similar role
- Proven analytical and logical troubleshooting ability
- Understand IT support requirements and Softwerx's clients
- IT technical knowledge



- Customer service skills and problem solving
- Excellent telephone communication skills
- Strong drive for high customer service

Technical Skills & Knowledge

- Broad technical knowledge of IT infrastructure systems (particularly Microsoft)
- Accurately maintain and update the Helpdesk System
- AD, Azure, Exchange Server and Office 365 administration. Excellent Microsoft Exchange and Office 365 knowledge & SharePoint including Windows integration experience
- VMware, Hyper-V and Azure VM administration
- Strong working knowledge of Windows Server 2008/2012/2016
- Strong networking skills (routers, switches, firewalls, etc)
- Diagnose and resolve server, desktop, mobile device, application and networking issues
- Report faults and maintain logs on servers and devices
- existing alerts/faults and keep customers informed in a timely manner until the issue is resolved
- Technically vet incoming telephone and email support with the purpose of either resolving remotely or identifying parts or actions required to best enable a first-time fix by the attending engineer
- Set up and configure new user devices
- Install authorised software to servers and devices
- Ensure licensing for all software purchased is recorded and maintained
- Perform miscellaneous job-related duties as assigned by the Technical Services Manager

Key Relationships

- Technical Services Manager
- Technical Consultants
- Network Operations Engineers
- Security Operations Engineers
- Customer Success Manager

Role

- Full-time (37.5 hours per week), permanent role
- Office-based (Cambridge) with flexible/remote working
- Reporting directly to Technical Services Manager

Rewards Package

- Competitive salary - £25K-£35K (experience dependent)
- 25 days holiday per annum
- Highly incentivised Career Development Scheme
- Opportunity for additional earnings through overtime and standby rota
- Company pension scheme



About Softwerx

Softwerx is the UK's leading Microsoft Cloud Security Practice, with over 20 years' experience. We are a Microsoft Partner and hold numerous Microsoft Gold and Silver Partner competencies. The business workforce is very friendly and the culture is dynamic and rewarding.

To apply, email info@softwerx.com with a copy of your CV and cover letter.



Gold Datacenter
Gold Cloud Productivity
Silver Security
Silver Enterprise Mobility Management
Silver Small and Midmarket Cloud Solutions

