

IT Support Specialist / Senior IT Specialist

**Job description**

**Job Role:**

We are currently looking for an IT Support Specialist providing a high level of technical support. This is a technical role requiring proven support experience using Windows Server 2008, 2012.The role is mostly hands on IT, however it will periodically involve projects in all parts of the business.

**Key Responsibilities:**

IT Support Specialist will be responsible for implementing and maintaining all aspects of our clients' technology. This includes daily support incidents, desktop and server troubleshooting, business continuity planning and execution,hardware/software installation and upgrades, new infrastructure build outs and relocations. IT Support Specialist interface with high profile clients on a day to day basis thus requiring the highest level of presentation, communication and professionalism.

**Accountabilities & Deliverables**

* Provide superior service to Networklife Group customers.
* Develop and maintain close working relationships and interaction with Networklife Management and Clients.
* Regular communications with customers and ensure they are satisfied with IT service levels.
* Develop both the technical and customer service skills of all members of the team.
* Assist the support team with daily activities (i.e. part of team, hands-on involvement, technical guidance and leadership).
* Responsible for IT Helpdesk Team and Helpdesk Operations
* Create and maintain documentation and diagrams of office infrastructure, underlying services and systems.
* Periodically review appropriateness of technologies used, provide recommendations and drive the implementation of improvements.

**Core Skills, Knowledge and Attributes**

* Significant experience in a similar Corporate IT Support role.
* Extensive overall IT experience,
* MCSE qualification and/or related degrees.
* Skilled in hardware performance monitoring, analysis and capacity planning.
* Strong knowledge of Enterprise Active Directory topologies and Exchange 2010/2013 systems.
* Networking fundaments and monitoring tools (SNMP and WMI monitoring).
* Network and application security.Threat management gateway,Email scanning technologies.
* Experience with implementing new processes and following through with required disciplines
* Excellent collaboration and communication/interpersonal skills.
* Strong customer service ethics and sense of urgency
* Demonstrates and acts as a role model for the Networklife Group values and behaviours.
* Quick turnaround on instructions or requests from senior management.
* Ability to perform well in team environments.
* Ability to remain calm and collected in pressure situations to allow constructive guidance to the team and also communicate effectively to stakeholders.
* Ability to deliver and coordinate projects within tight deadlines.General understanding of project management methodologies.
* Excellent problem solving skills.Willingness to learn, explore new ideas and innovate.
* Excellent attention to detail.A proactive, flexible and adaptable approach.
* Ability to work outside of standard working hours and weekends as and when required.

**Technical Requirements:**

* 2008/ 2012 Server; Advance level of exposure, including permissions & good level of understanding of Active Directory
* Deploying networks and Routers, DSL, firewalls, hardware and software VPN.Site to site VPN
* Email and Spam troubleshooting- Building Servers and Workstations
* Data Backup and Disaster Recovery with Symantec Backup Exec, Acronis, Disk Image,wmware,Nas Servers.Disaster Recovery.
* Knowledge of the SAGE,CRM,ERP software system would be an advantage
* Understanding of networking concepts: TCP/IP, LAN/WAN, DHCP, DNS
* Advance Knowledge of Mac Operation Systems, Windows XP/7/8,Windows SQL Server, Windows Server 2003/2008/2012.
* Advance Knowledge of Desktop & Server virtualization.Hyper-V,WMware etc
* Exchange 2010/2013,Office 2010.2013,365 Hosted Exchange Platform, IPAD,IPHONE, Blackberry.
* Advance Knowledge of Routing, Switching,Firewalls and VLAN`s
* Advance Knowledge of ITIL and Helpdesk Systems.

**The Company**

Computer Clinic IT Solutions & Networklife Group specialises in providing expert IT support services to small and medium businesses in UK  
  
  
Founded: 2009  
Global Headquarters: London, UK  
Clients: Over hundreds of companies from sectors including finance, professional services, media, education, charities and membership organisations.  
  
Services:  
IT Support  
Emergency IT Support  
Network Consultancy  
Mobile Working Consultancy  
Network Security  
Disaster Recovery Consultancy  
Security Consultancy  
Business Intelligence Solutions  
Hosted Telephone Systems  
Installation & Maintenance of Business Telephone Systems,  
VoIP & Hosted IP Telephony  
CAT5e & CAT6 Structured Cabling, CCTV & Alarms  
Provision of ISDN2e, ISDN30, ADSL, SDSL, Leased Lines  
E-pos Systems - Cloud E-POS,CC Payment Services,PDQ Installation and support.