



Support Engineer – 2nd Level

Overview:

Action Point is an Irish owned organisation with offices in Ireland and the US. We are currently in the process of expanding our Limerick based operations and are recruiting for a **2nd Level Support Engineer**. This position is a direct result of the company's continued growth and success in the market and the position offers strong levels of career progression.

This position **reports to the Head of IT Services**, and the applicant will have responsibility for the day-to-day management of hardware and software maintenance and upgrades on client sites, as well as support via telephone, e-mail and remote log-in. The ideal candidate will be self-driven with the ability to take ownership of issues and follow through to resolution, with demonstrable troubleshooting and problem solving skills. This individual will possess strong prioritisation skills and flexibility to adjust priorities as needed in a fast-paced environment in order to achieve rapid response times to requests.

Working at **Action Point** offers you the chance to work in a collaborative, high tech and agile environment where you are given the opportunity to innovate and grow. We are a modern IT Services company that is seeking creative and dedicated technicians to become part of a highly technical team committed to driving technological evolution for our clients.

Key Responsibilities:

- Interact with large enterprise level indigenous organisations to resolve any software based issues they may be experiencing as well as overseeing system updates and maintenance via telephone, e-mail and remote log-in.
- Resolving Client issues onsite and providing support with infrastructural projects/roll outs.
- Working with customers to address and solve their technology issues, through utilisation of the technical resources available.
- Assist in evaluating new services, processes and technologies introduced by the Client Support Team.
- Participate in departmental training activities including training programs in support of new technologies, procedures, and customer service enhancements.
- Additional projects as required such as preparing system and user documentation and testing.

Technical Requirements & Experience:

- 2 - 3 years practical experience in providing technical support to enterprise customers or software customers.
- Detailed knowledge of Microsoft (Windows Server 2003 - 2012, Microsoft Exchange, IIS and Active Directory).
- Setup, operation and troubleshooting of TCP/IP networking.
- An excellent customer service attitude and the ability to interact with people in a professional manner are required.
- Must possess good problem solving and analytical skills.
- Requires the ability to work in a fast-paced environment and use judgment in providing technical assistance.

Certifications Required:

- MCP, MCSA, CCNA and VCP Advantageous.