

Job Title: Tier 1 Support Engineer

Reports To: Helpdesk Manager

Location: Lisburn Office

### Overview

To pursue our mission of “helping clients achieve their greatest potential using the power of technology”, we are looking for a Tier 1 Support Engineer. You would be working as part of the ActionPoint Team, which offer 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 engineers to become part of a highly technical team.

### Job Purpose

This role requires an individual who is highly motivated with a demonstrated ability to work under pressure by handling multiple tickets simultaneously, as well as learning new skills and procedures along the way. The role involves a vast amount of T1 helpdesk activities. This person should be experienced in desktop support in an Active directory environment and have experience with server administration, from setting up new users to adjusting permissions etc.

### Duties and Responsibilities

- Answer the phones in the Call Centre and log the end users issues as tickets.
- Active Directory Administration (New users, Leavers, Password resets etc.).
- Basic Exchange and File Server Administration (New users, Leavers, Permission assignment etc.).
- Basic VMWare Administration.
- Knowledge of Terminal Server – the end user environment is RDS based.
- Thin Client, Desktop, laptop configuration and troubleshooting.
- Microsoft Office configuration and troubleshooting.
- Printer Configuration and troubleshooting.
- Network Patching and some experience with switching.
- Wide variety of applications being supported, this would require good troubleshooting skills, an interaction with 3<sup>rd</sup> party vendors.
- Good ticket administration is key in order to ensure SLAs are being accurately reported.

### Qualifications and Experience

- Minimum of 1 years’ hands-on experience as a desktop engineer / Server administrator. (Coming from a field engineer background would be an advantage.
- Technical Certifications MCP Certification would be an advantage.
- Knowledge and experience in Connectwise & Labtech would be an advantage.
- Excellent Client facing skills.
- Willingness to travel, if required.

This job description is a summary of the typical functions of the role, not an exhaustive or comprehensive list of possible role responsibilities, tasks and duties and is subject to review. The responsibilities, tasks and duties of the job holder might differ from those outlined in the job description and other duties, as assigned, might form part of the job.