Tier 3 Technical Support Engineer

Job Title: 3rd Level Support Engineer

Reports To: Helpdesk Manager

Overview

To pursue our mission of "helping clients achieve their greatest potential using the power of technology", we are looking for a hands-on Tier 3 Technical Support Engineer based in our Limerick Office.

Job Purpose

This position will have some client facing aspect with the majority of time spent on the service desk supporting clients remotely from the Limerick office. The Tier 3 Technical Support Engineer is the final escalation point within the Service Desk. Technical issues that cannot be resolved by levels Tier 1 and Tier 2 Technical Support Engineers are escalated to the Tier 3 Technical Support Engineer. This individual is capable of troubleshooting and resolving the most difficult and complicated issues.

Duties and Responsibilities

Technical Responsibilities:

- Provide remote support for escalated issues on a daily basis.
- Depending on the circumstances, the Tier 3 TS Engineer could be required to travel to client sites on short notice.
- Interact with Tier 1 and Tier 2 Technical Support Engineers providing support and guidance on difficult issues.
- Responding and assisting with P1 escalations.
- Provide product training to Tier 1 and Tier 2 Technical Support Engineers and act as a mentor to junior support engineers.
- Act as a back–up for Tier 1, Tier 2 and Tier 3 Service Desk Engineers.
- Provide out of hours coverage as part of an on-call rotation schedule for SLA support as needed.
- Assist in evaluating new services, processes and technologies introduced at the Client Support Team.
- Ensure customer and partner inquiries are responded to within established timeframes and customer care and technical support service levels are achieved.
- Comply, maintain and promote information security in ActionPoint.

Qualifications and Experience

- MCSE and / or VCP certification required.
- 5+ years' experience in providing technical support.
- Detailed knowledge of Microsoft (Windows Server 2012/2016, Microsoft Exchange, Office365 and Active Directory).
- Setup, operation and troubleshooting of TCP/IP networking.
- 3+ years' experience with VMware ESX Server or VMware products.
- Excellent written and verbal communication skills in English as this will be a customer-facing role.
- Self-motivated and enthusiastic.

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.