

Role – 1st Line Helpdesk Engineer

Closing date – open.

Location: Ombersley, Worcester - office based

Salary - £24 - 28k depending on experience.

Bamboo Managed Services, which forms one of the many services provided by Bamboo Technology Group, specialises in client design, implementation, and support of the IT infrastructures of some of the UK's top organisations within both the public and private sectors. Every client has different needs, and our solutions and support packages are tailored to the specific requirements of each customer.

The role and technical skills

As an IT Helpdesk Engineer, you will be expected to exceed the skill level of 1st line roles you may find elsewhere.

This role will be office-based in Ombersley at the Worcester branch, and will require an Enhanced DBS check.

We are looking for you to:

- ▶ Maintain 1st line support tickets correctly and keep the customer updated with progress every day, whether that would be answering incoming calls or via email
- ▶ Monitoring the support ticket queue, ensuring incidents are actioned within SLA
- ▶ Perform proactive maintenance using our in-house monitoring system
- ▶ Occasional attendance at remote sites, when necessary
- ▶ Document procedures/processes and contribute to the knowledgebase
- ▶ Follow IT procedures e.g. ITIL, and strictly comply with our Information Security (ISO27001) policies
- ▶ Consult with 2nd and 3rd line team as required to resolve incidents and develop individual skillset

The skills we are looking for:

- ▶ Proven experience of supporting existing desktop / server infrastructures and must have experience of working in a busy helpdesk environment
- ▶ Exceptional customer service and communication skills (both written and verbal)
- ▶ Fault analysis, management and prioritisation skills are required to ensure all issues are resolved based on criticality for all our clients as well as meeting the contracted SLA.
- ▶ The ability to demonstrate good problem-solving skills
- ▶ Excellent telephone manner and customer facing skills



What experience you could bring:

- ▶ Windows Server 2012 R2, 2016, 2019 and 2022.
- ▶ Install, upgrade, support and troubleshoot Windows 10,11 and MacOS
- ▶ Azure Virtual Networks and Servers
- ▶ Hypervisor technologies (VMware ESXi / Microsoft Hyper-V)
- ▶ Networking, TCP/IP, Routing, VPN and Firewall configuration
- ▶ Virtual server backup technologies (Veeam / Altaro)
- ▶ Antivirus Software
- ▶ Hardware: PC, Laptop, Printer and Mobile devices.
- ▶ Software: Microsoft 365, Outlook, Word and Excel.

Benefits

We offer a competitive starting salary (£24 -28K dependent on experience), 25 days of annual leave, and a company pension plan.

Equal Opportunities

At Bamboo, we foster a diverse and inclusive work environment where everyone is treated fairly. We hire, develop, and promote individuals based on skills, talent, and drive. We encourage applications from candidates who possess the qualities to deliver exceptional service to our customers and partners, even if they don't meet all the criteria.

Additional information

Our Head Office is located in Cheltenham, near the M5, with a second site in Ombersley, Worcestershire.

We pride ourselves on doing things differently, valuing ambition and a passion for progress across all disciplines.

If you're interested in this role and believe you can bring something unique to Bamboo, please email your CV and a cover letter or introduction to futures@bamboo.tech.