BAMBOO
CONNECT · GROW

Role – 2nd Line Helpdesk Engineer

Closing date – open.

Location: Cheltenham - office based

Salary - £32 - 37k depending on experience.

Bamboo Managed Services 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 sector. Every client has different needs, and our solutions and support packages are tailored to the specific requirements of each client.

The role and technical skills

As an IT Helpdesk Engineer, you will be expected to exceed the skill level of 2nd line roles you may find elsewhere. You will be closely aligned with the expectations of a 2nd line support role, obtained by always going the extra mile to assist the client.

We are looking for you to:

- Maintain 2nd line support tickets correctly and keep the customer updated with progress every day
- Monitoring the support ticket queue ensuring incidents are actioned before SLA
- On-Boarding new customers
- Perform proactive maintenance using our in-house monitoring system
- Attending customer sites for proactive and reactive maintenance
- Document procedures/processes and contribute to the knowledgebase
- Follow IT procedures e.g. ITIL and strictly complying with our policies
- Consult with 2nd and 3rd line team as required to resolve incidents and develop individual skillset

The skills we are looking for:

- Experience of working in a busy helpdesk / MSP environment
- At Least 2 years proven service in a 2nd Line Support Role
- 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 customers as well as meeting the contracted SLA.
- The ability to demonstrate good problem-solving skills
- An excellent telephone manner and customer facing skills

What experience you could bring:

- Windows Server 2012 R2, 2016, 2019 and 2022.
- Legacy Windows Servers

- Microsoft Stack (Sharepoint, Intune, Security and Compliance)
- Azure Virtual Networks and Servers
- Hypervisor technologies (VMware ESXi / Microsoft Hyper-V)
- Networking, TCP/IP, Routing, LAN/WANS, VPN and Firewall configuration
- Virtual server backup technologies (Veeam / Altaro)
- Hardware: PC, Laptop, Printer and Mobile devices.

Benefits

- Generous holiday allowance that increases with length of service
- A variety of training and development opportunities
- Employee referral programmes
- Pension schemes

Equal and Inclusive Opportunities

We have a great team of people across the group and there is a wealth of knowledge combined with an investment and passion for the business, from those of us with many years' experience to those with just a few months.

We are **committed** to Bamboo Group being a great place to work, one that treats everyone **equally** and fairly. We hire, develop, and promote the right people for the job, with the right skills. And even if you don't meet all the criteria, we would still like to hear from you. We want people who have the drive, **talent, knowledge, experience, and ability** to deliver the best possible service to both our external and internal customers.

Our equal opportunities policy details our approach to fairness and the avoidance of any discrimination in the workplace and covers all stages of employment from recruitment onwards.

Other information

We take pride in doing things differently. We love to see ambition and we value a passion for progress, in any discipline.

Please note, this role will require a DBS check

If this job spec appeals to you and you can bring something a little different, please send a CV and covering email to futures@bamboo.tech.