

## Remote Working IT Field Support Engineer

Rubicon Workflow Solutions Ltd (Rubicon-IT)

£35,000 - £40,000 a year

Rubicon-IT is a Managed IT Services provider and solutions company based just outside of London. The main focus of Rubicon-IT is to provide Managed IT services to customers who are based in London and the South East.

We are excited to offer a new opportunity for a IT Field Service Engineer to join our committed IT Services team to provide high quality IT services to small to medium sized businesses, who are principally operating within the creative industries.

### The Role

You will be a IT Field Support Engineer and part of the Professional Services Team consisting of three Field Service Engineers, which is managed by the IT Services Manager. Your key responsibility will be to attend customer sites to respond to reactive issues, perform break-fix maintenance and complete successful installations of software and hardware to meet customer requirements. You will work closely with the Service Desk team and RMM Services Engineer to ensure the ongoing delivery of high quality IT services to our clients.

The majority of your time will be customer site based in and around zones 1 & 2 of the London underground network. This role will require you to have the discipline and ability to work efficiently from home when you are not assigned to a client's site, with the expectation that you will have a suitable working environment where you can deliver telephone & remote support services professionally. You will be required to make occasional office visits to the company's main offices based in Bramley near Basingstoke for office meetings, training and other teamship activities.

### Experience

- 4 or more years commercial experience as an IT Engineer supporting small to mid-sized (SME) companies
- Experience providing onsite customer facing support to users in the creative industry (Design, AV, Fashion, Architecture)
- Experience supporting multiple networks across multiple clients
- Experience providing telephone and remote support
- Experience working on IT projects
- Experience using an ITIL led Professional Services System (i.e. Autotask, Kasaya) advantageous
- Familiar with working to SLAs & KPIs to meet customer and contractual obligations
- Must have Intermediate to advanced IT troubleshooting experience particularly with common technologies found in small to medium sized businesses
- Experience working on IT projects

#### Registered Office

Unit 10, Campbell Court, Bramley,  
Basingstoke, Hampshire, RG265EG

Reg No. 4947573  
VAT No. 825698975

0800 007 3040

## Personal

- Excellent customer relationship skills
- Excellent written & verbal communication skills
- Flexible, confident and able to work independently and as part of a team
- Thorough and detail oriented with the ability to maintain system records accurately
- Accept responsibility for personal performance and demonstrates a commitment to personal and professional growth and development

## Technical Skill-set

### Apple:

- Install, configure and troubleshoot Mac Desktops and Servers (10.6+) in a mixed platform environment
- Experience working with Macs bound to Active Directory
- Install, configure and troubleshooting experience of typical Mac software applications and services in a creative environment (Apple, Adobe, Extensis, Microsoft, Email, DTP)
- Experience packaging applications, imaging macOS and creating basic scripts
- Experience in network deployment of macOS and troubleshooting common issues
- Moderate knowledge of command line for common installation and troubleshooting tasks
- Experience with typical remote takeover applications to remote install, configure and troubleshoot Macs (ARD, Teamviewer)
- A relevant advanced Apple qualification

### Microsoft:

- Install, configure and maintain a basic Windows Server 2012 R2 installation
- A working knowledge and administration of Active Directory (Users, Groups, Computers, OU's)
- Experience with typical remote takeover applications to remote administer (RDC)
- Experience working with MS Windows 7, 8.1, 10 desirable
- A Microsoft qualification desirable

## Server Hardware

- Configuration and Installation experience with PC hardware into server room environments (rack mount servers, UPS power, networking, cable management, iDRAC/iLO)
- Experience with enterprise RAID hardware and RAID level configurations
- Ability to specify suitable server hardware configurations with performance and budget in mind

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### Networking:

- Experience and understanding of networks and common problems within a small to mid-sized business network
- Experience with structured networking and patching
- Experience working with DNS records and confirming forward/reverse lookup resolution both on the local LAN and on the public Internet
- Strong knowledge of TCP/IP subnetting & DHCP for connectivity problem solving
- Installation, configuration and basic troubleshooting experience with typical network endpoints (Switches, Routers, Firewalls, Wifi APs, VPN) - Netgear, Cisco Meraki, ZyXEL etc
- Experience configuring and installing user VPN connections
- Experience working with VLANs desirable

### Cloud Services:

- Experience administering the following cloud services
  - Google G-Suite (Mail, Drive, Teams)
  - Office 365 (Exchange, OneDrive, Skype)
  - Online Backup (any of the typical vendors in the Mac space)

### Benefits

- An industry competitive salary
- 23 days holiday per annum
- Business travelling expenses paid
- Company pension scheme
- A Mac or Windows laptop, screen, business mobile phone and a VOIP desk phone
- Ongoing professional and personal development plan
- Up to 10 days training per annum, relevant to your position

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