

## Senior IT Field Support Engineer

Rubicon Workflow Solutions Ltd (Rubicon-IT)

£35,000 - £45,000 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 Senior 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 London and the South East of England. This role will require you to work from our main office when you are not assigned to a client's site.

### Experience

- 4 or more years commercial experience as an IT Engineer supporting small to mid-sized (SME) companies
- Understanding and working within the ITIL framework
- Familiar with working to SLAs & KPIs to meet customer and contractual obligations
- Strong troubleshooting experience (Level 3)
- Experience using an ITIL led Professional Services System (i.e. Autotask, Kasaya)
- Experience providing onsite customer facing support to users in the creative industry desirable
- Experience supporting multiple networks across multiple clients
- Experience providing telephone and remote support
- Experience working on IT projects
- A Microsoft qualification (MCSE/MCSA)

#### 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

### Microsoft:

- Install, configure and maintain Windows Server 2012 R2 + installation
- Experience with typical remote takeover applications to remote administer (RDC)
- Experience working with MS Windows 7, 8.1, 10

### Active Directory

- Installing, configuring and troubleshooting Active Directory

### VMware/Hyper-V

- Installation and supporting Hyper-V and/or VMware vSphere environments in a SME environment
- Managing physical hosts and virtual server instances
- Managing storage and networking within virtual environments

### 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

### Networking:

- Experience with structured networking and patching
- Strong knowledge of TCP/IP subnets
- Installation, configuration and troubleshooting experience with typical network devices (Switches, Routers, Firewalls, WAPs, VPN)
- Experience configuring and implementing VLANs in an SME environment

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**Cloud Services:**

- Experience with cloud service technologies such as Azure, Office 365 and Google Apps for Business advantageous

**Apple:**

- Experience supporting the Mac platform in a business/creative environment advantageous

**Benefits**

- An industry competitive salary
- Company Car
- 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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