



Alphascan Ltd are managed IT support company based in Romsey, Hampshire providing IT solutions, VoIP and Cloud services to businesses across the South Coast and beyond.

We have a new and urgent requirement for an experienced, enthusiastic and motivated 3rd Line Network & Infrastructure Engineer to join our team based at our offices in Romsey on a permanent basis. The role will also include visits to client sites for support calls and installations so customer facing ability is of paramount importance.

Successful applicants will have the vast majority of the following experience and have worked in a similar role for 4 or more years.

- Thorough knowledge of Microsoft O/S and Desktop applications
- Proven track record of supporting Network and Server Infrastructure of various scales
- Implementing and maintaining Microsoft Windows Servers
- Migrating and maintaining Microsoft Office 365 products
- Microsoft Azure
- Managing and Installing Disaster Recovery and Backup Solutions including Altara, Solarwinds and StorageCraft.
- Dealing with escalated 2nd and 3rd Line support calls
- Involvement and Management of client project installations
- Managed Services and client facing environment exposure
- Achieving SLA's through Autotask PSA software
- Problem solving and researching new technologies
- Firewall and Comms Installation including Watchguard, Fortinet and Draytek firewalls
- Webroot Anti-Virus
- Solution Architecture and the ability to accompany the Business Development Team when visiting potential new customers scoping work.

You will need to be able to work unsupervised, possess excellent telephone, customer service and client facing skills, appreciate how to deal with business managers, decision makers and take ownership of tasks undertaken.

We actively encourage our staff here to improve themselves both technically and from a commercial perspective so alongside some hands on training in house we will also provide a certain allowance per staff member for them to embark on industry certifications including Microsoft Azure and the like. In return we offer a competitive salary, use of a company mobile phone, company vehicle with fuel card and a chance to work in a diverse, enjoyable and challenging business environment.

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