



Alpha Scan Limited are managed IT support company based in Romsey, Hampshire providing IT solutions, VoIP and Cloud services to businesses across the South Coast.

We have a new and urgent requirement for an experienced, enthusiastic and motivated 2nd Line IT Support Engineer to join our team based at our offices in Romsey that is capable of attending client sites for support calls and Network Installations as and when required.

Successful applicants will ideally have the vast majority of the following experience and have worked in a similar role for 2 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
- Managing and Installing Disaster Recovery and Backup Solutions including Altara, Solarwinds and StorageCraft.
- Dealing with escalated 1st and 2nd Line support calls
- Involvement in 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 Support and Installation including, Fortinet, Watchguard and Draytek firewalls
- Webroot Anti-Virus

Candidates possessing the right level of character, drive and delivery focus but missing some of the above drivers will STILL be considered.

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 undertook.

Here at Alphascan we work with a variety of clients and kit so the role will really allow the successful candidate to learn new skills and gain exposure to new technologies, and fast.

Your career prospects here are very good, with the opportunity to progress rapidly through a hands on approach and continue the development of your technical skills through our internal training matrix that

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