



## 3<sup>rd</sup> Line IT Support Engineer

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**Acronyms is one of the region's fastest growing IT companies and now we're on the lookout for a talented 3<sup>rd</sup> Line IT Support Engineer.**

As a 3<sup>rd</sup> Line IT Support Engineer at Acronyms you will be providing businesses with technical support for Microsoft technologies. You will be responsible for maintaining the reliability of client's operating environments and infrastructure and will take the lead in recommending and installing solutions for technical projects.

You should have experience of working in a 3<sup>rd</sup> Line capacity, solving technical problems, providing solution design and installation deployment.

### **Responsibilities & Duties**

Your key responsibilities will be;

- Providing clients with 3<sup>rd</sup> Line technical assistance.
- Assisting and supporting 1<sup>st</sup> & 2<sup>nd</sup> Line engineers.
- Designing and installing IT solutions for new and existing clients.
- Auditing systems and networks to identify future opportunities.
- Researching and deploying infrastructure improvements.

### **Essential Skills & Experience**

You will have a strong technical background, with experience of the following;

- Microsoft Server Environments - 2012/R2/2016
- Microsoft Desktop Environments - 7/8/10
- Microsoft Azure
- Microsoft Office 365
- Virtualisation Technologies - HyperV/VMware
- Network Troubleshooting - DNS/DHCP/VPN/NAT
- Network Diagnostics - Cisco Routers/Switches

You should also;

- Have a minimum of three years of working in a 3<sup>rd</sup> Line position.
- Be able to work to and hit agreed upon SLAs.
- Be comfortable in assisting and mentoring less experienced colleagues.

It would be beneficial if you have;

- Experience and knowledge of AWS
- Experience and knowledge of PowerShell Scripting
- Have attained Microsoft accreditations

### **Salary & Benefits**

- £25,000 - £35,000 DOE
- 25 Days Holiday + Bank Holidays
- Pension & life insurance
- Free onsite parking
- Gym membership discount
- Regular social events

**To apply, please send a copy of your CV to [careers@acronyms-it.co.uk](mailto:careers@acronyms-it.co.uk)**