

Job Description

Onsite Support Engineer

Reporting to: Onsite Support Team Lead

The Role:

Conosco is an industry-leading technology and business communications organisation helping our customers to navigate digital and workplace transformation. We provide a holistic portfolio of solutions that cover IT, Cyber Security as well as Business Communications. Our rapidly growing Onsite Support team is looking for an enthusiastic and highly motivated engineer. If you are an IT professional who is keen to rise to the challenge of working in a fast paced MSP then we would love to meet you! This is an Onsite Support Engineer role and you will be required to travel to our clients site daily.

Job Responsibilities

- Providing technical support for Microsoft related technologies: Windows Desktop, Windows Server, Microsoft Exchange.
- Providing technical support for networking connectivity, routers, switches, firewalls.
- Providing technical support for MacOS and iOS devices.
- Providing technical support for other handheld devices and peripherals.
- Providing technical support for cloud-based applications, such as G-Suite, Office 365, Egnyte, and Box. With these applications, engineers should make use of the support provided by the Vendor.
- Providing technical support for 3rd party applications such as Sage Salesforce and SAP. For these applications, the engineer should be logging cases with the Vendor on behalf of the client/user and keeping them in the loop on the progress.
- Prompt and accurate updating of cases after carrying out work.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages, etc.
- liaising with 3rd parties to resolve hardware and software issues.

Who will you be?

Essential:

- Hold at least 1 relevant certification (Cisco, Microsoft or CompTIA)
- Experience in supporting Windows OS and applications.
- Have a good understanding and working knowledge of Exchange, either on-prem or the online version.
- Have a good understanding of networking, DNS DHCP NAT & Subnetting.

- A proven ability to quickly and methodically resolve technical and user related issues.
- Have excellent client facing skills.

Beneficial:

- Previous experience working for an MSP.
- Very strong knowledge and experience of using Microsoft 365 application stack.
- Experience in mixed environments, specifically with Active Directory and Azure AD.
- Experience working with Mac's.
- Experience working with Cisco networks