

We are looking for 2nd -3rd line engineer who is looking for a creative, dynamic, service driven happy dynamic environment! Essentially, Techno-Geeks who can speak human!

Logistics

You will be required to work full time or part time a week during standard business hours; Monday – Friday 9 AM - 5PM and move between six hospitals across west London.

Our School

Chelsea Community Hospital School is a 'community special school', providing education for children and young people aged 4 to 18 while they are in hospital.

We provide school places for a number of students who cannot access mainstream school due to their medical conditions.

We aim to ensure that children and young people have their rights to education preserved when they are in hospital.

We work at six hospital sites in London, England.

What Does a Support Engineer Do?

2nd / 3rd-line engineer

- Excellent trouble shooting skills (e.g. Cisco, PowerShell, Hyper-V, Exchange, Solid Office 365 and Azure administration, SQL Server)
- Microsoft Server 2003 - 2012
- Microsoft desktops OS XP – Windows 10
- MS Active Directory
- DNS
- Microsoft Exchange 2007 - 2013
- Office 365/Azure
- Server Virtualisation (HyperV / VMware)
- LAN/WAN (routers, switches, firewall)
- Dell/HP Server Hardware
- Different Type of storage infrastructures
- Backup and DR technologies (experience of ShadowProtect and BackupExec products is desirable).
- Investigation of repeat failures and establishing root cause
- Consultancy and execution of technical projects and solutions
- Any project management experience
- Troubleshooting of applications
- Qualification equivalent: MCSE (have or aim for)
- Ability to know where to find information if unable to resolve (i.e. technical sites; vendors; etc)

If you have any user training experience an advantage

- Former experience in support
- Excellent interpersonal skills
- Commitment to train and gain
- Initiative and self-learner of latest technologies

So, Am I Right for the Job?

- Experience of providing IT Support in an educational environment relevant to your level.
- Ability to Communicate professionally taking ownership and initiative at all levels.
- Experience supporting Microsoft software (Office, Exchange, Active Directory, Server etc)
- Formal IT qualification, ideally MTA/MCSA/MCSE/CCNA or similar advantageous but not essential!
- Demonstrate excellent service desk ethos, organisation, record keeping and professional discipline.
- Have exceptional ability to quickly identify root cause and resolve complicated technical issues.
- Experience in remote support tools, helpdesk
- Ability to liaise with third parties working to time targets
- A good understanding of backup and security principles
- Able to travel between our sites (within west London)

The Package:

- Holidays to be confirm
- Great working environment with lots of room for development and extras

Job Type: Full-time – Part time

Salary: Negotiable depends on experience

Experience:

- IT Support: 2 years (Required)