



Job description

Senior Field Service Engineer

ILUX[®]



Senior Field Service Engineer

Department: Infrastructure Team

Job Summary

A customer-facing role, primarily based in the field, resolving break/fix incident tickets and being a key member of the project delivery team.

This role is pivotal to the daily operation of the business ensuring that our clients' requirements are met accurately and efficiently..

Responsibilities

- As the 'face of ILUX', always demonstrate excellent customer service, particularly when at client sites.
- Travel to and from client sites across the UK (flexible working and some overnight stays required)
- Provide end user and infrastructure support (remote and on-site) for desktop / notebook computers and end-user peripheral devices.
- Deliver, install, and configure IT equipment at client sites.
- Troubleshoot and resolve issues in line with SLA.
- Provide basic training to end users on how to use equipment and systems.
- Be involved in system implementations and site deployments.
- Complete basic network cable and socket repairs.
- Demonstrate efficient management of own workload, working to strict deadlines.
- Take ownership of your work queue, ensuring all administration tasks are completed on time – Ticket notes, customer communication, asset administration.
- Ensure client related documentation is kept up to date.
- Liaise with 3rd parties for support as appropriate.
- Be responsible for own personal development.
- Work closely with the projects and scheduling team on all incident and project ticket progress.
- Investigate, diagnose, and resolve technical issues, escalating appropriately within the Infrastructure team where necessary, whether working remotely or at a client site.

The responsibilities of this role will normally include all duties described in this Job Description and any additional or different duties, as may be required from time to time.

Person specification

	Essential Criteria	Desirable Criteria
Education/ Qualifications	<p>Microsoft 365 Certified: Modern Desktop Administrator Associate (Exams: MD-100 + MD-101)</p>	<p>Relevant IT qualification for example NVQ, Diploma or Degree.</p> <p>DrayTek DCNA certified.</p> <p>3CX Qualified (Intermediate).</p>
Experience	<p>Strong knowledge using, supporting and implementing Microsoft Applications.</p> <p>Working knowledge of and experience using Windows operating systems.</p> <p>Experience in cloud technologies such as Azure, AWS and Google Cloud</p> <p>Experience in virtualization Technologies – Hyper-V, VMWare, Citrix.</p> <p>Microsoft 365 Knowledge and Experience – MFA, SSO, OneDrive, Teams, Sharepoint, Entra and Intune.</p> <p>A general understanding of IT Networking: TCP/IP, WAN, LAN, VLAN, WLAN, DHCP, DNS and WiFi topologies.</p> <p>Good knowledge of mobile phone devices, both Apple and Android, and hardware such as printers and Bluetooth peripherals.</p> <p>Ability to prioritise and multi-task efficiently.</p> <p>Ability to proactively problem solve and identify solutions.</p> <p>Basic understanding of GDPR and cyber security principals.</p>	<p>Experience working with macOS.</p> <p>Knowledge of N-Able (Solarwinds).</p> <p>Experience of working with a variety of clients in an MSP environment.</p> <p>Past experience with VOIP technologies – 3CX, Wildix.</p>
Skills/Ability/ Knowledge	<p>Excellent verbal, written and listening skills.</p> <p>Exceptional time management skills.</p> <p>Demonstrable empathetic and confident demeanour.</p> <p>Always calm and reassuring.</p> <p>Aptitude to proactively learn new systems and client specifics.</p> <p>Understanding of the fundamentals and importance of SLAs.</p> <p>A self-starter with a “can do” attitude.</p> <p>Flexible and pragmatic, yet resolute and decisive.</p> <p>Logical thinker.</p> <p>Able to work well under occasional pressure.</p> <p>Excellent attention to detail.</p> <p>Work well within a team in a fast-paced environment.</p>	
Other	<p>Holder of a full clean driving licence</p>	