3rd Line Systems Engineer

Location: Coventry, West Midlands, CV1 4JU
Salary: £32,000 - £42,000 Depending on Experience + Benefits
Contract: Full time, permanent, office based

Are you the versatile "Swiss Army knife" in another MSP's helpdesk?
With leading technical skills, are you the guru your colleagues turn to first when they need a hand?

Are you looking to gain recognition with industry certifications and to build your experience with exposure to new

technologies, and delivery of post-breach Incident Response?

About us;
With a reputation for excellence, Syscomm are a fast-growing MSP specialising in Network, Security, Disaster Recovery and Incident Response services from Edge to Cloud. We use our own Data Centres, UK Network and In-House Team to deliver LAN, Wi-Fi, WAN, Security, Cloud and Disaster Recovery solutions, building our own infrastructure and Team skills in-house to support these services.

We have exciting opportunities for talented individuals to join our professional and trusted technical team, where through investment in learning and personal development you grow as the company grows.

About you;
To be successful in this role, you'll;
- Thrive in a fast-paced MSP world, and understand the importance of Customer satisfaction.
- Have strong skills in core Microsoft technology, including AD configuration, Group Policy, Hyper-V and Azure AD.
- Be knowledgeable with Network Defence, including Firewalls, Web Filtering, End-Point & MFA configuration.
- Have excellent analytical skills and a determination to work through problems, seeing challenges as an opportunity to learn new skills.
- Possess excellent organisational skills to manage your busy and diverse schedule.
- Have a can-do, positive attitude not hesitating to go the extra mile where required.
- Enjoy supporting others, working in a team orientated and collaborative environment.

We have an open-door company culture where all employees are encouraged with their personal development and contribution to the growth of the company.

You'll be responsible for:
- 2nd and 3rd line Technical Support for issues raised through our Helpdesk.
- Providing Systems, Network & Firewall Support.
- Providing a pro-active response to NOC and SOC detections in Customer Systems.
- Producing documentation in accordance with ITIL Standards.
- Occasional visits to Customer sites to provide Technical Support or Incident Response.
The role will involve occasional out of hours working as a part of a team rota.

What you will get in return:
- Competitive Salary.
- Contributory pension scheme.
- 25 days' annual leave + Bank Holidays.
- Genuine opportunities to grow, develop and specialise in your career.
- We provide industry-leading Vendor training to keep you at the top of your game.
- Frequent Team lead social events.

If you think we're a match, then we can't wait to meet you!
Please apply with your CV and covering letter telling us why you'd be a great fit for our business!

No agencies please.

Screening Questions
Do you have a valid driving license?
Do you have a car that could be made available for business use?
Are you within a commutable distance of our offices?
Are there any reasons why you would not have the right to work in the UK?
Are you available to start within 1 month of being offered a position?
Do you have at least 3 years of experience in an MSP Helpdesk role?