Prime Networks
1st Line Engineer
Job Spec
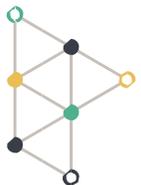
PRIME
NETWORKS
CONNECTED SECURED MANAGED

About Us

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Prime Networks is one of London's leading managed service providers specializing in the SME Market. We know that our people are the key to our success and we make sure we appreciate and reward everyone's contribution. Not only do we recognise expertise, skills and professionalism, we value highly the very things that make them unique: their passion, their dedication, approachability and the fact that going the all-important extra mile is second nature.

We work in a fast-paced office environment and so being organised and able to multi-task is key.

We work hard and play hard – we have a young, dynamic and techy environment and have resisted red-tape and unnecessary process which our SME clients don't want or understand.

Our track record speaks for itself. Are you a good fit?

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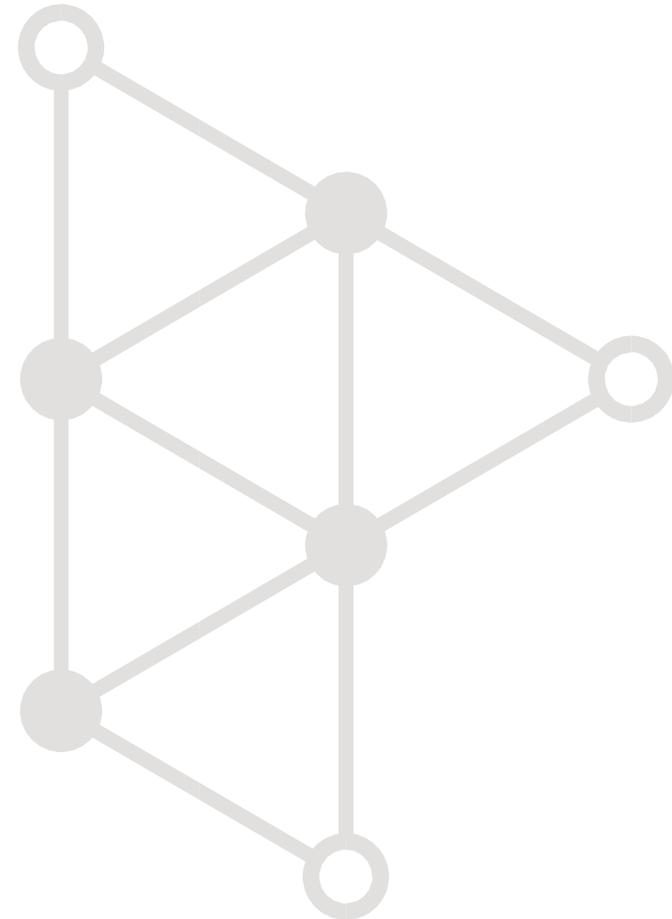
Skills & Job Duties

Prime is looking for a highly competent 1st Line Support Engineer to join its busy Central London Helpdesk

Working as part of our 16-strong support team, you will be responsible for assisting our clients with their technical issues

Essential Skills include experience with:

*Windows 7 and Windows 10 Operating Systems

*Office 365 Email Solutions

*Exchange 2007/2010/2013/2016 Mailbox Management

*Active Directory Users/Computers Management

*Basic Client-side Networking experience

*Liaise with 3rd party suppliers ensuring faults are logged, managed and that SLAs are met

*Microsoft Office Applications

* Prior experience working within a Managed Service Desk provider.

*2 Years + Experience working within IT Support

*Exceptional interpersonal skills, with a focus on listening, and questioning.

*Exceptional oral and written communication skills.

*Proven experience resolving incidents quickly by using remote support tools

*Ability to effectively prioritize and execute tasks in a high-pressure environment

*Exposure to HP and Dell hardware.

Advantageous Skills include:

*Hold a Microsoft Qualification

*SonicWALL Experience

*Sophos Anti-Virus

*Windows Server 2008/2012/2016

Daily Job Duties to include:

*Log and resolve technical incidents

*Ensure SLA targets achieved & working to reduce SLA target times

*Report on progress of incidents and update relevant service management tools

*Ensure relevant technical documentation is appropriately maintained and available

*General day to day support

*Provide a single point of contact for end user support using all contact mediums

*Establish and maintain high levels of incident ownership through incident lifecycle to a satisfactory conclusion

*Establish a quality working relationship with end users

*Understand and operate the escalation procedures