IT Support Engineer

Job Description

Job Title	IT Support Engineer
Department	Internal IT
Location	Newbury

The Company

Nuvias UC is a leading Unified Communications & Collaboration solutions and technology enabler with more than 12 years' in-depth experience in the market. Our rapid development over the past decade has been recognised with various industry awards, including the prestigious Deloitte's UK Technology Fast 50 and EMEA Technology Fast 500. With headquarters in the UK, Nuvias UC also has an established presence in Benelux and France and is continuing to grow across Europe.

Our mission, as Europe's fastest growing distributor of innovative unified communications, collaboration, and cloud solutions, is to make it easy for partners to meet the needs of their customers by enabling the onboarding, deployment, and support of products, services, and solutions on behalf of top-class vendors.

We continually look for new solutions to help our partners grow, and our success is built on our key philosophy of **'Innovate – Enable – Support'**, underpinned by very strong technical expertise.

Nuvias UC was originally founded in 2009 as Siphon Networks and was acquired in 2016 by the Nuvias Group. In 2020, Nuvias UC launched its cloud division, **Konekt**, which sets new standards in cloud services, enabling our cloud-focused partners to drive their businesses forward.

The Team

You will be joining the Internal IT team, who are responsible for maintaining Nuvias UC's Internal Networking and Desktop Services for up to 150 users, onsite in the UK and remotely across Europe.

The Role

We are looking for an IT Support Engineer with a focus on Desktop Services, IT Networking and IT Support. The IT Support Engineer will report to the Head of IT and will play an integral role, ensuring a high level of service and efficiency to our internal IT users. This will include using the SIPHON trouble ticket system (DeskPro) to manage internal tickets.

There will the requirement to travel to all Nuvias UC sites and this may include occasional overnight stays.

Job Specification

Role Responsibilities:

- Handling IT tickets raised by the ticketing system.
- Prioritising IT issues raised based on severity & business impact.
- Responding to IT tickets in a professional and timely manner.
- Taking clear ownership of IT tickets, projects and manage through to resolution.
- Prioritising and managing multiple open IT cases at one time.
- Ensure all internal and central documentation systems for IT; Confluence, Dropbox and SharePoint are maintained and up to date, expanding where documentation is missing or inadequate.
- Assist ICT Manager in regard to work for all Nuvias UC departments including engineering teams in delivery of platforms and infrastructure as required.
- Support ICT Manager with all IT infrastructure ICT Support across the company.
- Assist ICT Manager in standardisation and consolidation of IT technology and systems implemented across the company.
- Assist ICT Manager in Establishment of internal systems and tools to enable effective ICT support.

We're looking for someone that has:

- Experience working with Microsoft Office (Word, Excel & Outlook) and O365 platform
- Experience with supporting general company hardware; Printers, Laptops, PC's & Phones
- Experience with ticketing systems
- Understanding of basic Change Control process
- At least 2 years working within and IT environment
- The ability to quickly learn new technologies, tools & Skills
- Good day-to-day communication skills
- Ability to multi-task and work in a fast-paced environment
- Ability to work alone on tickets but not be afraid to ask for help

Additional knowledge that would be very useful (but not essential):

- Active directory
- Virtualised Platforms
- Server Platforms – Microsoft & Linux
- Experience of network troubleshooting
- Experience of desktop services including fault finding and ability to work independently

Here's what you'll get back:

- A job with excellent prospects in one of the fastest growing companies of its kind.
- The reward of working with exciting vendors who offer great margin potential in growth sectors.
- Training and certification on technology & vendor systems as necessary.
- A relaxed and fun, collaborative team working environment.
- Fantastic company benefits incl. Pension scheme, private healthcare, a day-off on your Birthday! Cycle to work & Tech schemes, perkbox membership with discounts, childcare vouchers, free fruit and refreshments, modern offices with free parking, staff organised charity events, kick-off's... and much more!