

Technical Support Engineer

SA1 Solutions Ltd

Location: Gorseinon

Salary: £22 - 27K

Position: Full-time (SA1 offer a 9 day working fortnight)

About SA1:

SA1 Solutions is a leading Managed Service Provider based in South Wales offering services to over 100+ customers across the UK. We help clients improve their business and individual performance by providing professional well-managed IT infrastructure. We have a skilled and motivated team with years of experience, we pride ourselves on our professional jargon free approach to IT Services.

We are a complete outsourcing solution that creates bespoke packages tailored to our customers' needs. We are also extremely flexible and capable of acting as a client's IT department or we can supplement an existing in-house IT function. Our offering covers IT Services such as cloud computing, storage, backup, antivirus, telephony and broadband, as well as IT infrastructure solutions such as networking, data archiving, security and much more.

Principal Duties and Responsibilities of the 1st/2nd Line Team:

Installing and configuring computer hardware, software, systems, networks, printers, and scanners

Planning and undertaking scheduled maintenance upgrades

Talking to clients and computer users to determine the nature of problems responding to breakdowns

Troubleshoot and provide solutions to end user requests or problems submitted by phone, email, or chat.

Provide onsite assistance where and when required

Investigating, diagnosing, and solving computer software and hardware faults

Repairing equipment and replacing parts

Supervising junior engineering and technical staff

Agreeing timescales

Liaising with 3rd party IT providers on behalf of our customers.

Perform post solution follow up to ensure end user satisfaction.

VPN Management.

Supporting the Group IT team on other projects as needed.

Accurately document all work performed through ticketing system including details and outcomes.

Ensure accurate and timely resolution of all assigned issues. Escalate unresolvable cases.

Key Skills

- Technical skills
- Organisational skills
- Interpersonal skills
- Communication skills
- Patience
- A meticulous and methodical nature
- A logical mind with good fault-finding practices
- Capable of working well under pressure
- Enthusiasm to be continually learning.

Desired Skills:

Experience supporting the Microsoft 365 Platform at an Enterprise Level

Training packages are provided for all employees, this will include Microsoft Certifications.

Technical Areas that SA1 Operate in

Experience in these areas is required

Microsoft client operating systems from Windows XP – Windows 11

Microsoft server operating systems

Microsoft SQL (Desirable but not essential)

Troubleshooting advanced and technical IT problems involving multiple devices and/or technologies

Excellent working knowledge of routers, firewalls, switching and subnets

Remote Desktop Services or similar technologies (desirable but not essential)

Hyper-V or similar technologies (desirable but not essential)

Deployment, administration, and support of Office 365 services

VoIP Services and Technologies (desirable but not essential).

Further Requirements

Full clean UK driver's licence

Approx. 2 years working in similar environment

Annual Leave

22 days plus Bank Holidays

Job Type: Full-time

Salary: £22,000.00-£27,000.00 per year

Benefits:

- Company pension
- On-site parking
- Private medical insurance

Schedule:

- Day shift
- Weekend availability
- 9 day working fortnight

Ability to commute/relocate:

- Gorseinon: reliably commute or plan to relocate before starting work (required)

Work Location: In person