

Senior IT Support Engineer

ROLE PURPOSE

Instant are looking to expand their technical team and recruit a Senior IT Support Engineer to continue its successful growth trajectory. With extensive 1st & 2nd line support experience coupled with a strong technical background, you will have a passion for ensuring Instant's technical solutions drive the business forward and operate to the highest standard.

Being a small but global company growing 30% each year of the last 4 years, you will have a great exposure to different technologies, projects and departments. Reporting into the IT Manager you will be part of an effective IT team that is well integrated with other key business functions to drive the overall business strategy.

KEY RESPONSIBILITIES

- Reporting into the IT Manager (based in London) you will be the sole IT engineer in Newcastle, supporting escalations of IT issues affecting local users but also working on company initiatives. The core team is based in London, occasional travel to other locations.
- Building key knowledge and understanding of Instant's infrastructure (desktop, hosting, networks, security, telephony, print) to provide the best advice and support.
- Investigate a wide range of prioritized technical issues. Identifying the cause of the fault is more important than the fix.
- Managing critical IT outages with customers to efficiently resolve the situation.
- Problem/Resolve major Incidents with strong communications management.
- Identify reoccurring technical faults and recommendations to the IT Manager
- Diagnose and fix critical IT issues globally either via liaising with external suppliers, internal teams or personally.
- Liaise directly with customers regarding technical issues.
- Look for ways to improve and promote quality within IT service provision and solutions, driving behavioural change.
- Leading or being part of a wider technology project team within Instant driving technical change and improvement
- Project work to introduce or decommission new technologies, such as Office 365, telephony, SharePoint, cloud, hosting, Cybersecurity, business resilience and continuity.
- Configuration and testing of new and existing systems
- Onboarding / off boarding new users. Training users when required
- Purchasing approved IT and consumables

BACKGROUND AND EXPERIENCE

- You will have a firm grounding in various technologies throughout your career as a 1st & 2nd Line support engineer.
- Strong 1st & 2nd line technical support experience in IT
- Strong technical skills including Exchange, SharePoint, Networking and Office365 Administration
- Exposure to cloud technologies; AWS, Azure and SaaS based models
- Understanding of core service management and ITIL principles
- Customer focused with a highly motivated and conscientious attitude.
- Ability to work as part of a team as well as individually

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- A driven individual that enjoys problem solving and taking control of situations to drive home technical solutions whilst putting our customers' needs first
- The position will suit a flexible self-starter, highly organized, calm but positive and responsive under pressure

Job Description
[Job Title Here]

- Down to earth, with strong communication skills and the ability to engage and build relationships at all levels of seniority
- Ability to explain complex technical issues to non-technical users and business managers.
- Extensive supplier management experience
- A logical thinker with strong troubleshooting ability
- Excellent verbal and written communication skills
- Decision making – displays a willingness to make decisions; exhibit sound and accurate judgement and include appropriate people in the decision-making process
- Integration and communication skills will be required to collaborate and work effectively with different departments
- Desirable but not essential qualifications:
 - MCSA / MCSE
 - ITIL
 - CompTIA

KEY STAKEHOLDERS

- ICT Manager
- Chief Technology Officer

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grindstone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mind-set.

The details

We pay market salaries and the right person will be offered a package according to their experience.

Core hours are 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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