

Job title: Senior Support Engineer

Due to significant year on year growth, Premier is now in a position to strengthen our Systems team and we are looking for an experienced IT professional to assist in the consultancy, delivery and support of Premier's Training and Staff Network along with. This is a full time, permanent position based at our central London Headquarters.

Specific responsibilities include troubleshooting and configuration of the internal network including the dedicated training domain (using vlan trunking)

Day-to-day duties:

- Deploy and verify training software set ups.
- Backup overview
- To assist with day to day Troubleshooting for Staff / Training Network,
- To prepare and deploy software images daily

Who the job reports to:

Systems Manager

Essential Skills:

- Excellent client facing skills and genuine desire to assist, smart appearance, willingness to learn
- Ability to work as part of a team
- Good communication skills
- Methodical and disciplined approach to problem solving
- Fluency in English is required
- Skills in organising resources and establishing priorities
- Ability to foster a cooperative work environment
- Ability to analyse complex problems, interpret operational needs and develop integrated creative solutions
- Knowledge of current technologies developments/trends in IT
- Strong interpersonal skills, flexibility and customer service orientation
- Ability to develop and maintain record keeping systems and procedures
- Ability to communicate effectively, both orally and in writing

3 Years minimum installation and support experience in the following areas: -

- Strong understanding of TCP/IP networking and Microsoft networks as well as at least basic experience supporting Linux servers
- Windows server administration
- Experience with either network management software (MS-SMS, Zenwork or Altiris)
- Windows desktop administration
- Desktop support of MS Office Applications
- MS Exchange 2000/2003
- Backup software e.g. Veritas \ Arkeia
- Anti Virus software
- Server and Desktop environments
- Firewall and Router experience in LAN and WAN environments

Advantageous / non essentials skills: -

- Working knowledge of IIS or Apache
- SBS 2003
- VMserver clusters and SAN appliances (iscsi)
- IT support in a training environment
- Altiris Knowledge
- Linux server admin
- VLAN knowledge
- Samba, Bind
- VOIP Technologies

Critical to the success of any candidate will be self motivation, drive for results, a hands-on approach and the ability to communicate credibly with clients, staff and colleagues.

In return we offer competitive remuneration and benefits, a friendly working environment in central London and the chance to progress your career with a progressive, privately owned company voted into the top 50 IT Training Companies in the UK.

Location : New Premier House
150 Southampton Row
London
WC1B 5AL

Hours : 8.45am – 5.15pm Monday to Friday, and occasionally outside these hours as business dictates.

Salary : £ Negotiable

Contact: George Ralph Tel: 0207 837 2690 Email: gralph@premierit.com