

Internal Desktop Support Technician, Glasgow

Salary

£20,000 to £30,000 DOE

About us:

There has never been a more exciting time to become part of the iomart family, is it time for you to join us?

Currently in our 22nd year, the iomart Group continues to go from strength to strength. Within the last 12 months we have reached record numbers in both revenue and headcount, achieving annual revenue of £100 million for the first time since our conception and growing our team to over 400 employees. But we're not finished yet. Over the next five years we have ambitious plans to double the size of our business, increasing our annual revenue to £200 million, and we need the best talent the industry has to offer to help us achieve this.

About the Internal Desktop Support role:

Based within our Internal support team in Glasgow the Internal Desktop Support role involves providing technical assistance, troubleshooting desktop/telephone issues and resolving desktop hardware and software incidents. As an Internal Desktop Support Technician you will be responsible for logging and dealing with incidents via telephone, email and direct contact with a requirement for occasional travel to other company sites.

Within the role you will also strive to ensure 100% uptime for infrastructure, systems and telephony platforms, assist 3rd party auditors on systems relating to relevant industry compliance certifications, keep internal systems up to date and manage all new start and leaver requests within the company as well as all internal hardware. As a key member of the Internal Support team you will also be responsible for supporting internal moves monitoring and actioning support tickets and configuring and deploying desktop environments.

The ideal candidate for the Internal Desktop Support Technician will have/be:

Essential

- Experience working with:
 - Windows Server 2008, 2012 (both R1 & R2) and 2016
 - Windows 7, 8.1 & 10
 - Office 365
- Excellent written and verbal communication skills
- Strong Active Directory, DNS & DHCP experience in a multi-site environment
- WDS & MDT
- Understanding of network ports and protocols
- IP Address management
- VMware vCenter / vSphere

Desirable

- Exchange 2016
- Cabling experience
- Understanding of Cisco networking (firewalls/switches and routers)
- Avaya SIP experience

- SCCM
- Mobile management
- Financial system experience (Great Plains, Sage and FileStream)
- In depth knowledge / experience of:
 - Active Directory
 - Windows 10 Automation and Deployment
 - Windows Server 2003/2008/2012/2016 Server Administration
 - MSSQL Server

What we can offer you:

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Supported training and development to help you progress within your career
- Competitive salary
- Holiday Trading Scheme – buy or sell part of your annual leave allowance
- Travel Loans - unsecured interest free travel loans to assist employees
- ShareSave/SAYE – buy shares in the company at a discounted rate
- Day off on your Birthday
- Long service benefits – additional annual leave and access to private healthcare
- Snacks, drinks and fruit all day every day
- Breakfast on us every day including a hot roll on Fridays
- Lunch on us once a month
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A bit more about us:

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 400 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.