

# WHY WORK AT 848?

## COMPANY

The 848 Group

## LOCATION

Unit 7 Marconi Gate,  
Stamfordshire Technology Park  
Stamford  
ST18 0FZ

## SERVICES

IT Professional Services,  
Dynamics 365 Experts,  
Experienced Managed Support  
Provider (MSP)

## NUMBER OF STAFF

35

## KEY CONTRACTS

Ricoh (Partner of the year  
2016 & 2017)

Join a rapidly growing Managed Services department, with a leading provider of Business Changing IT.

### Join a respected team

848 are a dominating player in the industry. As well as holding 8 Gold and 5 Silver Microsoft Competencies, and a wealth of accreditations, 848 also have high-profile partnerships with industry leaders such as Ricoh and Deloitte.

We also take pride in our non-profit work with Alice Charity and educational facilitators as a Microsoft Education Reseller.

### Join a valued team

848 is continuously raising the bar for software, hardware and services provision. Our outstanding growth has partly been due to our values and company culture.

We believe in a healthy work/life balance and facilitate remote and flexible working. We can offer exceptional professional development opportunities and further training, guided by an accomplished and highly experienced leadership team.

You can also enjoy a modern and relaxed working environment, that has a friendly, people focussed ethos.

If you want to help disrupt the Cloud IT market, or make a tangible impact to an already dynamic, flourishing business, then a growing career with 848 is the goal you need to set.

[Contact us today](#)

## **Matt Jackson, Functional Consultant (Dynamics 365 Specialist)**

*"I believe we stand out from the competition as we lead with a client's needs and requirements in mind; rather than pigeon-holing clients by vertical or industry for ease of delivery.*

*Instead, we pride ourselves on being able to speak frankly and honestly to clients about what it is they require and how best to achieve this – relying on the wealth of experience and skills in our professionals throughout the four pillars of the group."*

# 3rd Line support engineer/ MSP Infrastructure Engineer

Competitive Salary that  
reflects experience and  
qualifications

## The Opportunity

Join a rapidly growing Managed IT Services provider offering exceptional professional development opportunities, training, a modern and relaxed working environment, and a friendly, people focused culture.

With a reputation for delivering business changing IT to a wide variety of clients, in both direct customers and SI partnerships 848 is increasingly disrupting the Managed IT Services (MSP) market.

## The Role

848 are seeking a 3rd line support Engineer to provide effective high level remote and face to face technical support to 848 customers and to manage the internal infrastructure. This support will be based primarily around the MS technology stack (including Azure) and Cisco Meraki network Infrastructure.

The primary role is to act as a technical escalation point for the 1st and 2nd line support team and secondary role to manage and maintain the 848 infrastructure. Additionally, it will be expected of you to provide input and guidance for technology roadmaps, projects and transitions. This role will be based primarily in our Client Services office in Stafford with home working flexibility.

## Main Duties and Responsibilities

- Provide 3rd line support for the MS technology's including Azure, Office 365, InTune, Windows 10 and SCCM
- Provide input into internal and external technology road maps
- Act as a technical escalation for the 1st and 2nd line technical teams
- Work with Service Managers/Service Desk Manager on escalated issues
- Provide technical expertise and resource to projects and transitions
- Monitor and progress incidents, changes and requests assigned to other team members.
- Provide support, coaching and mentoring to other team members in your areas of expertise.
- Play an active role in operational acceptance, defining standards processes and procedures.
- Create and maintain knowledge base articles around core internal and customer technologies

## Expertise

### Essential Experience

- Two years minimum experience in a similar role
- In-depth working knowledge of MS technologies
- Working with service management tools to manager changes, incidents, problems and requests
- 5+ years Microsoft Server and Desktop Operating Systems
- Backup technologies
- AV platforms

### Desirable Experience

- Lync / Skype
- Switches, routing and firewalls
- Projects
- ITIL
- Security principles

### Essential Education

- Microsoft Certified Solutions Expert (MCSE) Productivity Certification

### Desirable Education

- VMware Certified Professional (VCP6-DCV)
- Cisco Certified Network Associate (CCNA)
- Citrix
- Google Professional Data Engineer
- Google Professional Cloud Architect

### Key Skills & Knowledge Required

- Windows server, AD, SCCM, Azure, Office 365, InTune and Windows 10

### Desired Skills and Knowledge

- Apple platforms, Android, Linux, VMware, Citrix, Hyper-V, network security management, PowerShell, Office 365 Hybrid environment
- Application packaging and distribution

### Aptitudes and Attributes

- Excellent written and verbal communication
- Able to manage time and work under pressure to tight deadlines
- Able to manage the demands of numerous tasks
- Able to work on own initiative and within a team environment
- Self motivator and able to motivate others
- Diplomatic when faced with issues

### Other Job Requirements

- Willing to undertake further training to fulfil the requirements of the role
- Continuous development of technical skillsets through research and lab creation
- Extended hours support coverage and infrastructure maintenance
- Willing to work additional hours to meet the demands of the role
- May be required to travel on company business ad-hoc basis