

## Why 848 Group?

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 13 Gold and 4 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!

### COMPANY

The 848 Group

### LOCATION

Unit 7 Marconi Gate,  
Staffordshire Technology Park  
Stafford  
ST18 0FZ

### SERVICES

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

### NUMBER OF STAFF

50+

### KEY CONTRACTS



### 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."*

# Support 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 Support Engineer to provide effective high level remote technical support to 848 customers and to manage the internal IT systems. This support will be based primarily around the MS technology stack (including Office 365, Google GSuite and Azure) and Cisco Meraki / Ubiquiti Unifi network Infrastructure.

The ideal candidate will have a minimum of two years' experience in a similar technical role, although candidates who can demonstrate a track record of fast paced learning may be considered.

This role will be based in our Client Services office in Stafford.

## MAIN DUTIES AND RESPONSIBILITIES

- Provide 1st line interface with customers logging issues covering all support channels (email, telephone, portal and instant messaging)
- Manage incident lifecycle from logging, investigation through to resolution
- Provide 2nd line support for the MS technology's including, Office 365, InTune, Windows 7,8 10, Azure
- Carry out and manage technical escalation to 3rd line, service management and projects teams
- Work with Service Managers/Service Desk Manager on reporting
- Provide technical assistance to projects teams
- Monitor and progress incidents, changes and requests assigned to other team members
- Create and maintain knowledge base articles around core internal and customer technologies

## 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

## ESSENTIAL EXPERIENCE

- Worked in a IT support role
- IT infrastructure support working across a range of up to date technologies including Office 365,
- Exchange, Windows 7, 8 and 10, Active Directory, Mac OS, Apple iOS and Android
- Logical and methodical problem solving skills
- Ability to convey technical issues simply to end users
- Understanding of customer service skills showing empathy, confirming understanding, effective listening etc
- Awareness of ITIL
- Creation of knowledge base articles around core internal and customer technologies

## DESIRABLE EXPERIENCE



WINDOWS SERVER, EXCHANGE



NETWORKING



SECURITY PRINCIPLES



GOOGLE GSUITE