

IT Systems Engineer (3rd Line)

Location: Site Based (Leeds)

Due to business expansion an exciting opportunity has arisen for a IT Systems Engineer (3rd Line) to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers. We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family. We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of

Technology Solutions

Cyber Security

Cloud Solutions

Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

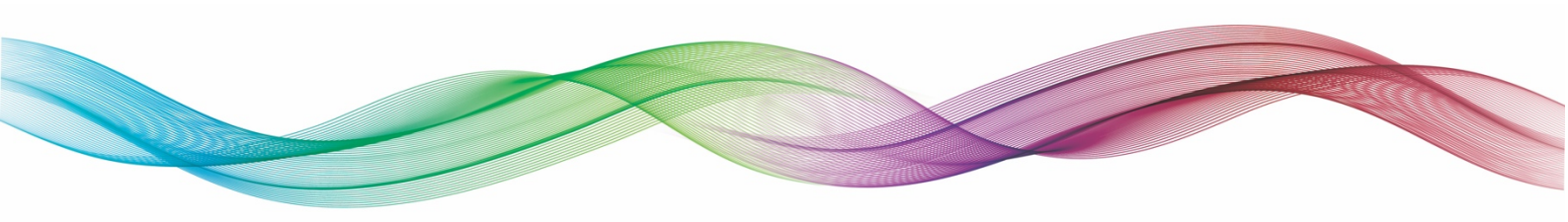
We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, One that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

Investment in the talent, skill and dedication of our people translates universally into exemplary customer service; on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further growth, and be instrumental in developing and guiding technical excellence.

Brief Role Description:

Concorde is looking for an experienced 3rd Line IT Systems Engineers To provide site-based IT Infrastructure and system support. The role is based on site in Leeds. candidates should have experience to a 3rd line level in Win/Tel arena. The role typically involves system support for a host of infrastructure services (IIS, Exchange, AV, Monitoring and backup) The successful candidate will join the clients' existing team and undertake support and project-based activities. The team operate as technical escalation from the Helpdesk team for incident support. The day-to-day activities are driven by incident workload and project-based activities.



Responsibilities for the role may include some of the following:

- To provide technical support at a 3rd line escalation level to provide fulfilment of Incidents and requests of an IT server / infrastructure nature
- The ability to communicate technical issues to a non-technical audience
- Incident Management of major incidents
- Keeping the knowledge base documents up to date
- To record all incidents / changes within the clients ITSM tool
- Make outbound phone calls to stakeholders keeping them informed on a regular basis
- End to end ownership of all incident / change / service requests through to closure
- Ability to provide a positive technical support experience
- Build strong relationships through effective methods of communication
- Identify and work towards service improvements
- Assess, prioritise and manage workload ensuring team goals are achieved

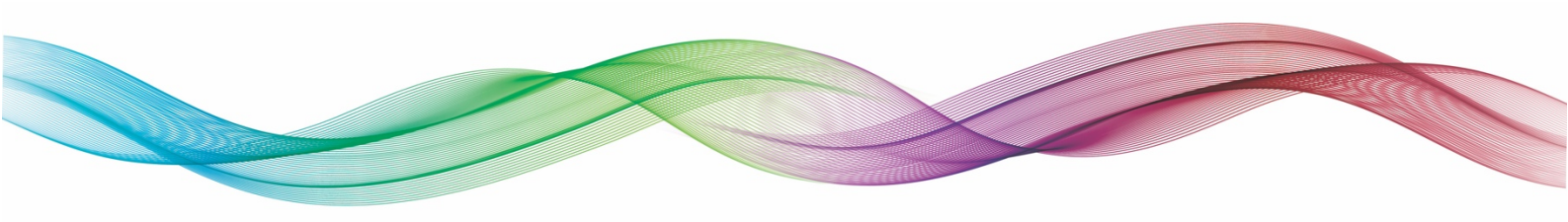
Skills, Knowledge and Experience (Essential)

- 5 Years working in IT Support (face to face or remote) with demonstrable experience at a 2nd / 3rd line level.
- Strong understanding of supporting Microsoft Server / Desktop technologies and associated suite of packages
- Experience of Server / Workstation hardware (component replacement)
- Android / iOS support
- Microsoft domain infrastructure; IIS, Exchange, Active Directory, group policy, DNS, DHCP, AV, Backups, VoIP
- Strong troubleshooting Experience
- Excellent communication skills
- Ability to work under own initiative
- Flexible, calm and approachable, 'can do' attitude
- Ability to operate within a team

Technical Skills, Knowledge and Experience (Desirable)

- Experience of Unix based systems
- ITIL framework
- Avaya Telephony system
- Line of Business application support experience
- Staff mentoring & development

Benefits Include:

- An industry matching salary.
 - Pension Scheme with significantly higher matched contributions
 - A tailored professional and personal development plan.
 - Receive up to 10 days training per annum, relevant to your position.
 - When you join Concorde, you'll get your pick of our amazing company perks from Perkbox.
 - Free financial wellbeing advice from Alexander Beard Group
 - Childcare voucher scheme.
 - Take part in our regular events and activities outside of work. for charity or just for fun
 - Birthdays off as a paid holiday
 - An extra weeks holiday the year you get married
 - Referral scheme for bringing superstars to the business
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Interview Process:

- **First stage:** This will be a 20 minute – 30-minute recruitment conversation with one of Concorde's recruitment team
- **Second Stage:** This will be a 30 minute – 60-minute technical conversation with one of Concorde Technical managers
- **Third stage:** A face to face interview in Wakefield HQ office or Leeds Based Site with a member of the Concorde Senior Management Team;
- **Final Stage:** This is offer and agreement of a start date. Start day is usually a Monday @ 9:30am dependent on your availability.

If you're seeking an exciting and challenging role where you can use your skills and learn new ones, whilst influencing the success of growing business then apply now and one of our Internal Recruiters will contact you, to discuss your experience and skill-set.

Please send your CV together with details of salary expectation to: recruitment@tctg.co.uk

Further information on the Concorde technology group can be found at www.tctg.co.uk

Concorde Technology Group are an equal opportunities employer and welcome applications from all sectors of the community.

