

## Job description

**Location:** Whiteley, Fareham, PO15 7AZ

**Salary:** £35,000 - £40,000 per year

**Job Type:** Full-time, Permanent

**Benefits:** Hybrid role

=====

### **3rd Line IT Engineer (Projects, Implementation and Support)**

A skilled 3rd Line IT Engineer with at least 3 years of experience is needed to join the team at a progressive and internationally recognised IT consultancy firm based in Whiteley, Fareham.

Coretek are a managed services provider (MSP). As a 3rd Line IT Engineer, you will be responsible for providing expert technical support to their clients, resolving complex issues, and working closely with clients and other team members to deliver exceptional service.

If you are a skilled 3rd Line IT Engineer with the expertise required and looking for an exciting opportunity to join a dynamic team, we encourage you to apply.

### **About the Company**

With over 20 years' experience, Coretek provide business in the commercial and educational sectors with a series of bespoke services - from IT consultation to project management, infrastructure design, implementation, configuration and ongoing support.

### **Key Responsibilities:**

- Provide advanced technical support to clients, including troubleshooting and resolution of complex issues related to networking, Microsoft 365 (including design work and migrations), Windows Server, firewalls, virtualisation (mainly Hyper-V but some VMWare), Active Directory, Azure, Group Policy, Intune and other related technologies

- Collaborate with other team members to ensure timely and effective resolution of client issues
- Participate solution design and implementation of client projects, such as network upgrades, Microsoft 365 migrations, server upgrades, and other initiatives
- Provide proactive monitoring and maintenance of client systems to ensure optimal performance and uptime
- Contribute to the development and maintenance of internal systems and processes, including documentation and knowledge sharing

### **Required Experience:**

- Bachelor's degree in Computer Science/related field OR equivalent work experience
- At least 3 years of experience in a similar technical support role
- Strong troubleshooting and problem-solving skills, with the ability to diagnose and resolve complex technical issues
- Key knowledge of the Microsoft 365 ecosystem (including Intune), firewalls (SonicWALL preferred), Windows Server (2016, 2019 and 2022) and Hyper-V is particularly sought
- Excellent communication skills, with the ability to communicate technical information to non-technical stakeholders and write coherent technical documentation
- Ability to work independently and as part of a team, with strong time management and prioritisation skills

### **Desirable Skills:**

- Experience working in a data centre setting
- Relevant certifications such as MCSA, MCSE, VCP, etc., are a plus

Candidates without an existing visa or right to work in the UK are unlikely to be suitable due to the urgency of hire required for projects.

Sounds interesting? Send your CV to [hr@coretek.co.uk](mailto:hr@coretek.co.uk) for immediate consideration.

Candidates with previous experience in or job titles including 2nd Line Support, IT Systems Consultant, 3rd Line Support, IT Support Engineer, MCITP, MCSE, Microsoft, IT Support Technician, Windows, Hyper-V, O365, Technical Support Engineer may be considered.

Job Type: Full-time

Salary: £35,000.00-£40,000.00 per year

Benefits:

- Bereavement leave
- Canteen
- Company pension
- Free parking
- On-site gym
- On-site parking
- Sick pay

Schedule:

- Monday to Friday

Ability to commute/relocate:

- Whiteley, PO15 7AZ: reliably commute or plan to relocate before starting work (required)

Work Location: Hybrid remote in Whiteley, PO15 7AZ