

JOB DESCRIPTION

Job Title: Junior Field Service Engineer – IT
Reporting to: Delivery Manager
Location: Field/Remote/Home
Date: February 2021

THE COMPANY

Infinity Group are a leading Managed Service provider of award winning IT Support, Digital Transformation and Microsoft Dynamics 365 Consultancy across the UK.

Since 2002, Infinity Group's team of IT Consultants have provided Managed IT Services, IT Consultancy, IT Infrastructure, Digital Transformation and specialist IT Security Services to over 1000 organisations across the UK. We pride ourselves in delivering outstanding service levels by ensuring we have consistently fast response times, a high 1st contact fix resolution rate and a large, highly skilled IT & Telecoms Service Desk.

We have UK offices conveniently located in London and Kent, and have recently been awarded the 2019 Feefo Gold Service Award for our outstanding Feefo reviews. Our impressive portfolio of clients, numerous award wins and three major ISO certifications, set Infinity Group apart from the other Managed Service Providers in the UK.

www.infinitygroup.co.uk

THE ROLE

The role is a field-based position covering the UK completing IT installations ranging from new desktops, servers or assisting end users post migrations. There may be requirements to complete work outside of normal business hours.

MAIN DUTIES AND RESPONSIBILITIES

Technical

- Installation of end user devices
- Installation of server hardware
- Installations of network storage devices
- Contracted onsite maintenance and support site visits
- Troubleshoot and fault find IT hardware faults
- Microsoft 365 Administration
- Providing cover on the service desk when required

Administration

- Updating internal documentation
- Ensure arrival and departure times scheduled are adhered to
- Maintain appropriate stock levels in company van, ensuring materials used are billed as required

- Ensuring CRM is kept up to date, with the closure of Activities, Service Activities and Cases in a timely manner
- Care of allocated company van, ensuring it is kept clean and tidy
- Adhere to H&S regulations and company processes such as risk assessments
- Adhere to data protection policies

REQUIRED EXPERIENCE

- Experience within a similar role or prior experience working across multiple organisations advantageous
- Experience in Windows Server 2012 / 2016 / 2019, Office 365 / Active Directory

DESIRED KNOWLEDGE AND EXPERIENCE

- Experience working for an MSP (advantageous)

PERSONAL SPECIFICATION

- Self-motivated
- Good communication both verbal and written
- Strong customer focus
- Excellent problem-solving skills
- Strong communication skills
- Experienced in managing your own workload and prioritising issues and workload

BENEFITS

- Flexible Working
- 28 Days Holiday (Inclusive of Bank Holidays) + 1 extra day awarded for each 2 years of service
- Holiday Purchase Scheme – purchase up to 5 days extra holiday
- Cycle to Work Scheme
- 10 Days Sick Pay
- Private Health Insurance
- Pension Scheme
- Paid Training
- Paid Social Events (Infinity Fun Day, Christmas Party, Ascot, Touring Car Racing)
- Free fresh fruit and hot drinks

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We are signatory to the [Tech Talent Charter](#) which promotes greater inclusion and diversity within technology roles.

