



Service Desk Engineer

Cambridge £25-29K

Do you enjoy working in IT Support but feel your skills are going unnoticed? Do you often see the more interesting work escalated to other team members? At Bridge Partners we can fast track your career by training you to deal with all levels of IT issues, ensuring your working day is varied and interesting. You will be constantly upskilling your technical ability whilst supporting some fantastic businesses who are doing some amazing things.

About Bridge Partners

Bridge Partners are widely regarded as Cambridge's leading supplier of outsourced IT support. We provide bespoke onsite & remote support to Start-ups and SME's in various sectors from biotechnology, life sciences & economics. We focus on long-term relationships that stay true to our values of clarity, partnership and quality.

The role

- Working as part of a busy Service Desk team providing remote support by email, phone or in person on a shift rota between 8am and 6.30pm Monday – Friday
- Deploying client hardware (laptops, desktops, servers)
- Undertaking varied and interesting project work for clients, giving you opportunities to extend your skills and work with other team members in the business.
- Monitoring client's IT services remotely and taking ownership of issues when required.
- Conducting training to the internal Service Desk team on occasion.

Core Responsibilities

- Work with various cloud service management tools including Azure Active Directory, Office365, SharePoint, Mimecast and other client specific applications.
- Experienced with VMware vSphere 6.5 infrastructure.
- Monitor and troubleshoot IT availability and performance issues and ensure any necessary action is taken using remote supporting tools.
- Manage backup and disaster recovery systems and monitors, including Veeam, AvePoint, DFSR and Backup Assist.
- Support the junior Service Desk team members as a point of escalation for IT troubleshooting.

What we need from you

- Experience working within an IT helpdesk environment.
- 2+ years' experience using Microsoft technologies for server and desktop support, working with Azure Active Directory and Office 365 management to support end-users.
- An aptitude for good customer service with a friendly and professional attitude.
- A determined and positive problem-solving mindset motivated to see the challenge through to resolution.

What's in it for you?

- At Bridge Partners, we are a family. We're a friendly bunch with passion, ambition and we thrive on teamwork, learning & development
- We're committed to your personal career growth and we'll provide you with opportunities to further your technical skills and progress within the business
- Profit share, BUPA health care & 5% contributory pension
- 33 days holiday (including bank holidays), increasing every 2 years you work with us
- A wide variety of company socials

If this sounds like you, then start your journey with the Bridge Partners family by sending your CV and cover letter to jobs@bridgepartners.co.uk