1st Line IT Engineer

Location: Elveden
Job Type: Full-Time
Salary: Negotiable

About ION Networks

ION Networks is a leading provider of cutting-edge IT solutions, supporting businesses with robust network infrastructure, cybersecurity, and cloud services. We are committed to delivering top-tier technical support and innovation to help our clients thrive in a digital world.

Role Overview

We are seeking a **1st Line IT Engineer** to join our dynamic support team. In this role, you will be the first point of contact for technical issues, providing prompt and effective support to end users. You will diagnose, troubleshoot, and escalate IT problems while ensuring excellent customer service.

Key Responsibilities

- Act as the first point of contact for IT support queries via phone, email, or ticketing system.
- Provide remote and onsite troubleshooting for hardware, software, and network issues.
- Assist with user account management, including password resets and access requests.
- Escalate complex technical issues to 2nd or 3rd line support when necessary.
- Maintain detailed documentation of issues, resolutions, and IT assets.
- Support the setup and configuration of workstations, laptops, and mobile devices.
- Monitor IT systems for performance issues and provide proactive solutions.
- Ensure compliance with company IT policies and security best practices.

Skills & Experience

Essential:

- Previous experience in a 1st Line IT Support role or similar.
- Strong troubleshooting skills for Windows and macOS operating systems.
- Basic networking knowledge (DNS, DHCP, TCP/IP).
- Experience with Microsoft 365 administration (Outlook, Teams, SharePoint).
- Familiarity with Active Directory user management.
- Excellent customer service and communication skills.
- Ability to work independently and as part of a team.
- Administration of IP phone systems.

Skills & Experience

Desirable:

- Experience with remote desktop support tools (e.g., RDP, TeamViewer).
- Knowledge of ITIL practices and ticketing systems.
- Exposure to cloud platforms such as Azure or AWS.
- Understanding of cybersecurity principles.

Why Join ION Networks?

- Competitive salary and benefits package.
- Career growth opportunities with training and certifications.
- A collaborative and supportive work environment.
- Hands-on experience with the latest IT technologies.
- Workwear supplied.
- On-site parking.
- Family private medical insurance.
- 23 days annual leave.

If you are passionate about IT and eager to develop your skills in a fast-paced environment, we'd love to hear from you!

✉ **Apply Now:** Send your CV and cover letter to recruitment@ionnetworks.co.uk.