



Onsite Support, Helpdesk Engineer

The engineer required to represent PDQ on the helpdesk must have an MCSE accreditation and at least 2 years helpdesk experience of 1st, 2nd and 3rd line support.

The requirements of the helpdesk role are as follows:

- Must be MCSE accredited
- Must have experience of VMware ESX. Accreditation would be an advantage.
- Smart and Articulate
- Punctual
- Good customer facing skills
- Experience of helpdesk routines
- Experience of resolving hardware server issues particularly on HP server
- Experience of Microsoft server operating systems such as Windows Server 2003/2008
- Experience of Microsoft Exchange 2007/2010
- Happy to work on his/her own initiative
- Flexible

The client is based near St Paul, in the London EC4M area. The role will require an 8.30am start, 1 hour for lunch and finish time of 17:30 with plenty of scope for overtime if required.

(continued below)



Engineers routine in brief

Engineer will report directly to the customer site and will not be required to attend PDQ Computers Ltd.

The PDQ Computers Ltd representative onsite will be integrated into the clients IT team consisting of approximately 11 members. The role of helpdesk will provide support for approximately 100 users.

The client runs Microsoft based operating systems on numerous servers onsite as well as a remote DR site.

Additional duties will be allocated ranging from managing the data backup routines, through to rebuilding a failed server.

This helpdesk role can prove to be very challenging; generally the IT department is busy and interesting.

Typical equipment onsite consists of:

HP Proliant G5, G6 and G7 server

HP range of PC

DLT and Ultrium backup devices

Cisco Infrastructure

EMC SAN CX4-240 and Celerra series

Firewalls and routers

Variety of printers

Various peripherals

Holiday entitlement of 20 days per annum, pro rata basis on the first calendar year.

