

Seddon

3rd Line

Infrastructure

Engineer

BOLTON

Date: 30 September 2019

Quote: IE/IT



People Matters



25 DAYS
HOLIDAY



PROFESSIONAL
DEVELOPMENT



OCCUPATIONAL
HEALTH



LIFE
ASSURANCE



PENSION
SCHEME



EYE CARE
VOUCHERS



SEDDY
SAVINGS



PRIVATE
HEALTHCARE

| 3rd LINE SERVICEDESK ENGINEER

You will join an existing Servicedesk team providing a quality support service to the business under the guidance of the ServiceDesk Manager.

What you'll do

- Delivery and expansion of the existing Horizon environment
- Provide technical support, incident management and problem management across at a 3rd line level
- Ensure the performance and availability of the Horizon environment
- Production of Technical RFC's in line with BAU activities
- Maintenance and support of key delivery platforms such as SCCM, MDM, Virtual desktop infrastructure (VDI).
- Plan and support upgrades of technology within the environment
- Ensure that all Incidents and Service Requests are proactively managed.
- Support the Major Incident team to provide swift problem resolution as needed
- Assist in the delivery of project works as and when required.
- Ensure systems are patched securely maintaining the highest level of availability, reliability and performance.
- Provide support and advice to end users to aid full exploitation of the VDI solution
- Maintain knowledge of IT VDI architecture, standards and practices and consistently make suggestions to improve the service
- Create and maintain technical documentation to facilitate efficient planning, execution and support within BAU

Key systems knowledge:

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- Provide support and advice to end users to aid full exploitation of the VDI solution
- Maintain knowledge of IT VDI architecture, standards and practices and consistently make suggestions to improve the service
- Create and maintain technical documentation to facilitate efficient planning, execution and support within BAU
- Proven experience working in a demanding VDI role with a large client base

| APPLY NOW

Reporting to: Service Desk Manager

Location: Bolton

How to apply: Please email CV to careers@seddon.co.uk - quoting job reference - IE/IT

Closing date: 30th September 2019