Senior IT Technician

Clear Thinking in Billericay have an exciting opening for an experienced, well organised Senior IT Technician to join their valued team. You will need a preventative and logical approach to delivering first class technical solutions with an interest in taking on new challenges. As a technical support lead you will manage projects such as Office 365 migrations, Hyper V clusters, RDS role outs and more.

Clear Thinking are a professional yet personable and supportive Managed Service Provider (MSP) delivering secure and compliant technical services to multiple organisations.

Location: Billericay – Hybrid working options   **Wage:** Circa £40,000pa (depending on experience)

Company Benefits:
- Positive and supportive working environment.
- Workplace Wellness: Onsite Gym, Yoga, Cycle to work scheme.
- Recreational activities and team lunches.
- Excellent training and career opportunities.

Essential Experience
- Excellent experience in SharePoint setups, 365 migrations and general maintenance.
- Excellent experience of Microsoft Office 365 core products.
- Experience with Cloud Technologies (Azure, Amazon AWS)
- Experience of Virtualization solutions (Hyper-V and VMware)
- Excellent Microsoft Server Operating System knowledge (2008, 2012, 2016 and 2019)
- Excellent Microsoft Desktop Operating Systems knowledge (7, 8 and 10)
- Setting up and troubleshooting Networks (FortiGate, Firewalls, VLAN's, Managed Switches)
- Backup technologies (ideally Veeam)
- Remote Monitoring and Management Systems (RMM)
- Excellent time management, attention to detail and organisational skills.
- Proven track record in excellent customer service.
- Absolutely trustworthy with a high level of personal integrity.
- Excellent command for written and spoken English.

Bonus Experience
- Working in an MSP environment
- VoIP Telephony solutions (3CX)

General Duties:
- Prepare, plan and implement secure and compliant technical solutions onsite and remotely.
- Prepare, plan and manage projects effectively.
- Mentor, knowledge share and train junior technicians.
- Apply a high-level understanding of our core products, customers and their specific requirements.
- Provide out of hours support as part of an On Call Rota.
- Strive to go above and beyond SLA's.

Desirable Qualifications
- Microsoft Certifications (MCSA / MCSE)
- Cisco Certifications (Network Associate / Professional)

APPLY with your CV and a Cover Letter to: careers@clearthinking.co.uk

Social Media: