



CLEAR THINKING SOLUTIONS

**WE ARE HIRING**

# 2nd Line IT Support

Technical Support

**THIS IS  
US...**

**IS THIS  
YOU?**

Family-run

Technical troubleshooter

Empowering

Confident communicator

Forward-thinking

Logical mindset

Spirited & holistic

Professional

Committed to training

Knowledge sharer

**APPLY TODAY:**

**<https://clearthinking.co.uk/vacancies/>**



| [clearthinking.co.uk](https://clearthinking.co.uk)

| [careers@clearthinking.co.uk](mailto:careers@clearthinking.co.uk)



A great opportunity for an experienced 2<sup>nd</sup> line technician with the knowledge and readiness to progress into 3<sup>rd</sup> line with further support. This is an ideal position for a dedicated technician with a proactive, preventative approach to delivering secure and compliant technical solutions. The right candidate will welcome opportunities to grow within the business while being confident to mentor a team that are dedicated to delivering service excellence. Clear Thinking are a professional yet personable Managed Service Provider (MSP) supporting multiple organisations with secure, compliant technical solutions.

**Location:** Billericay, Essex

**Wage:** Circa £30,000pa dependent on experience

**Essential Skills**

- Excellent Microsoft Server Operating System knowledge (2008, 2012, 2016 and 2019)
- Excellent Microsoft Desktop Operating Systems knowledge (7, 8 and 10)
- Excellent knowledge of Microsoft Office 365 core products, administration and support.
- Experience of Remote Monitoring and Management Systems (RMM)
- Experience of Network troubleshooting (basic understanding of DNS, DHCP, Routers and Firewalls)
- Interest in Cloud Technologies (Azure, Amazon AWS)
- Interest in Virtualization solutions (Hyper-V and VMware)
- Interest in Backup technologies (Veeam ideally)
- Excellent command for written and spoken English.
- Excellent time management.
- Proven track record in excellent customer service.
- Absolutely trustworthy with a high level of personal integrity.

**Bonus Experience**

- Office 365 migrations
- VoIP Telephony solutions (3CX)

**Desirable Qualifications**

- CompTIA+
- Microsoft Fundamentals / MS900

**Bonus Qualifications**

- CCNA

**General Duties:**

- Prepare, plan and implement technical solutions.
- Provide onsite & remote support up to a high 2<sup>nd</sup> / developing 3<sup>rd</sup> line level.
- Offer support and training to junior technicians.
- Apply a high-level understanding of our core products.
- Develop a high-level understanding of our customers and their specific requirements.
- Record information accurately into our Service Desk system.
- Provide out of hours support as part of an on call rota.
- Strive to go above and beyond SLA's.

**Company Benefits:**

- Excellent career opportunities.
- Wellness promoting company: Office Gym, Cycle to work scheme and free eye tests.
- Recreational activities and team lunches.

To apply, please email your CV and a covering letter to [careers@clearthinking.co.uk](mailto:careers@clearthinking.co.uk)