



Senior IT Support Engineer

Max WiFi Support are a growing Managed Services Provider that delivers technology support and solutions for our clients in the events, venues and hospitality sectors. Following a successful first year in operation, Max WiFi Support now has a fantastic opportunity for a Senior IT Engineer to help expand our technical capacity.

Reporting to the Head of Managed Services, you will deliver high quality support to our clients' varied technology and people, always focusing on client satisfaction, primarily driven through excellent communication and documentation.

The successful applicant should have the scope to develop into a 'Technical Lead' position, so we are looking for someone with the ambition to lead our technical strategy and support provisions alongside expanding their own skillset to suit our clients' industry requirements.

Essential Skills/Experience:

- 3+ years in a technical support role at an MSP or delivering helpdesk style support. This role is roughly equivalent to a 2nd/3rd line position
- Supporting Windows and MacOS (Roughly a 50:50 split)
- Full Office 365 suite (Mail, OneDrive/SharePoint etc)
- VMWare or other virtualisation platforms
- Server maintenance and management
- Liaising with both customers and their suppliers (Network/Printers/VOIP) to solve complex issues
- Good understanding of networking
- Exchange/Email platforms
- Active Directory (on prem and Azure)
- Vendor management
- Delivering technical support to end users both remotely and onsite
- Ability to communicate effectively with new and existing clients.

The role will be based out of one of our managed venues in Central London, with the flexibility to work remotely in line with business requirements. Some travel will be required for this role, to complete visits to client sites, most of which are in London.

In return we offer:

Strong salary package

25 days annual leave + bank holidays

Fully expensed phone and laptop of your choosing

Employer contributory pension scheme

Strong opportunities for growth within the role

Flexible working environment

Max WiFi Support is a division of Max WiFi - an industry leading event connectivity supplier who provide communications services for a range of prestigious events and venues across the country. Max WiFi delivers connectivity solutions to a range of industries including events, hospitality, education, offices and film/tv.

To apply, please email your CV to hello@maxwifisupport.co.uk

