

FSO - BAND2 ENGINEER

Blupace is a world-class IT development company that strives to improve its processes constantly. The company has been in business since 2008 and employs over 160+ people in more than 4 countries. Blupace provides innovative software solutions for businesses of all sizes, with a focus on Web & Mob Applications, e-commerce websites, data & Analytics, Field services and more. We are passionate about developing innovative technology solutions that make a difference. We have the expertise and experience to provide custom-tailored solutions for your business, whatever your field may be. Our team is dedicated to providing you with the best possible service, and we are always looking for new ways to improve our products and services.

Company: Blupace Ltd

Location: London

Exp: 2-3 Years

What we're looking for in a Desktop Support Engineer

You'll need to have

- Bachelor's Degree or equivalent in Computer Science or related field.
- CompTIA A+, Microsoft Certified Professional (MCP) or better.
- Minimum of 2-3 years of IT experience.
- Windows 7-10, Microsoft Active Directory, utilization of GPOs, MS Office 365, PC hardware installation and troubleshooting, Enterprise anti-virus solutions, Helpdesk ticketing systems.
- Mobile device management including IOS and Android devices, Enterprise encryption solutions, Windows PC/laptop management via Active Directory.
- Proven analytical, troubleshooting and problem-solving skills.
- Proven ability to multi-task, effectively determine priorities and meet SLA's.
- Excellent communication relationship-building and internal customer service skills.
- Adaptable and flexible in a fast-changing industry and work environment.
- Willing to work off-hours and weekends when required for projects or emergency support.

Responsibilities and Functions

- Provide first/second level contact and problem resolution for customer issues.
- Work with vendors to remediate complex AV issues as needed.
- Provide timely communication on issue status and resolution.
- Maintain ticket updates for all reported incidents.
- Install, upgrade, support and troubleshoot XP, Windows 7, Windows 8.1, Windows 10 and Microsoft Office 2010, Cisco Jabber, another authorized desktop application.
- Should have basic knowledge of Mac operating system, to support Apple pc users.
- Install, upgrade, support and troubleshoot for printers, computer hardware.
- Performs general preventative maintenance tasks on computers, laptops, printers.
- Performs remedial repairs on Desktops, laptops, printers and any other authorized peripheral equipment.

- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- Broad experience of IT with basic understanding of Networks, Servers, Audio/Visual, Smart Devices and Telecoms.
- This position requires the ability to work in a project-based environment requiring flexibility and teamwork. Performs other duties as assigned.