

MWL Systems is a successful, well established and respected supplier of IT systems and support to businesses in North Wales, North West England and beyond. We partner with leading vendors such as Microsoft, VMware, Dell, CISCO, Nimble and many others whose products are integrated into high performance solutions for our wide ranging client base.

Our **Core Purpose** is to deliver innovative, customised solutions that consistently exceed expectations and sustain the long term success of the company

Systems Engineer (3rd line)

The role is predominately office based, supporting clients IT systems through remote access technologies, however there will be client facing duties from time to time for installations or pre-sales support.

Main duties include:

- Working within a team of 3rd line engineers, providing ICT service call management and third line support. To manage the more complex escalated support requests from 2nd line support through to resolution.
- Troubleshooting and resolving high level customer technical problems whilst updating the call management system.
- Installation of new solutions and software at customer premises.
- Supporting the sales team in solution design.

Requirements

Holding a current Microsoft accreditation, or other relevant vendor accreditation, as a minimum the ideal candidate will be experienced in some of the following areas:

- MS Active Directory,
- Windows Server (up to and including latest version)
- Microsoft Exchange
- Server Virtualisation (Hyper-V / VMware)
- LAN/WAN (routers, switches)
- Backup and DR Solutions
- Server Hardware
- Storage Infrastructure
- O365/Azure

Person spec

First and foremost the successful candidate must share our **Core Values** which include:-

Honesty and integrity, true commitment to excellent customer service (going the extra mile), excited by technology and creating efficient solutions to both client's and colleague's problems, pride and ownership in exceeding expectations.

Able to contribute to the success of the team whilst taking responsibility for their own work, which must be carried out within the framework of company guidelines and professional best practice.

Great communicator, both face to face and in writing - must be literate and numerate. Must be tidy and well organised with good time management skills.

As an accredited Investor in People, MWL Systems technical staff are supported and encouraged to gain industry standard accreditations to assist in personal development. The position will be both challenging and rewarding for the right candidate.