



**Job Description:**                **Second Line IT Engineer**

**Location:**                        **Based in Newcastle upon Tyne. Travel to client sites and Edinburgh Office will be required**

**Salary:**                            **£30,000 & company car/ car allowance**

**Hours of work:**                **09:00 – 5:30 pm (out of hours work will required occasionally)**

**General Description:**

An excellent opportunity has arisen at a Newcastle city centre based IT company for the role of Second Line IT Engineer. OPAL provide IT solutions across the UK for a number of businesses and education establishments; our reputation with our clients is second to none as we work with an honest, friendly and professional approach. We are looking for an individual with a friendly and positive attitude, someone who can work individually but also as part of our team with the utmost integrity at all times to resolve technical support issues.

**Skills and Experience**

- Providing on-site, remote, phone and email technical support to clients
- Escalation point for 1<sup>st</sup> line support engineers, assisting with pre-sales technical specifications, carrying out on-site installations of recommended solutions.
- Microsoft Windows Server 2008, 2012 and 2016, Hyper-V and Virtual Servers
- Office 365 solutions and migrations
- Microsoft desktop operating systems and applications
- Working knowledge of Microsoft Azure or similar cloud platforms
- Trustworthy and reliable, highly self-motivated.
- Act as a promoter of the OPAL brand by demonstrating a high standard of values, ethics, integrity and trust with our customers.
- Full driving license (company car/ car allowance will be provided).

All applications to [jobs@opal-it.co.uk](mailto:jobs@opal-it.co.uk).