Level 2 Engineer – Job Description

Reports to	Technical Services Manager
Department	Technical Services
Role Type	Full Time Permanent
Direct Reports	No

Overview of the Role

The Level 2 Engineer will assist with all aspects of providing managed services to the customers and assisting with the technical delivery of projects. Customer engagements will typically be working remotely assisting senior engineers/consultants as appropriate. Duties include contributing to proposals, statements of work and project initiation documents as required.

The opportunity

VMhosts are a leading partner with many vendors in the Data Centre space including VMware, Microsoft, Veeam and HPE to name a few and have a strong heritage in those technologies across public and private sector clients. There is opportunity to grow within the practice to become a Consultant through to a Solution Architect exists for candidates with the drive and determination to deliver excellent work for our customers.

Responsibilities

The main responsibilities are detailed below, although the post holder would also be expected to perform any other duties which might reasonably be required by the business.

A Level 2 Engineer will:

- Perform daily checks for the cloud hosting platform and customer systems
- The installing/configuring of customer solutions
- Work in a team on larger projects to help meet client outcomes
- Contribute to proposals, statements of work, PID creation and peer reviews
- Diagnosing and solving software and hardware faults
- Building solutions/carrying out upgrades
- Keep up to date with company mandatory training
- Logging customer queries

All employees are responsible for:

- Abiding by VMhosts Security policy & procedures as set out in the Employee Handbook, and implementing security directives from relevant managers (for example Senior Managers, HR & IS Managers) from time to time
- Reporting all incidents and concerns, no matter how small the potential threat

Person Specification

Knowledge

Essential to have Knowledge and experience of:

- Resilient Virtual Infrastructures using VMware and Microsoft Technologies
- High Availability and Disaster Recovery Solutions
- Basic Networking knowledge
- Active Directory, Certificate services, ADFS
- O365/M365 Solutions
- Microsoft Office Suite including Word, Excel, PowerPoint and Visio
- Windows 10/11
- Strong commitment to customer service

Desirable

- Storage Area Networks
- Replication Technologies
- HCI solutions from key partners HPE, Dell, Microsoft, VMware
- Data protection/management using Veeam
- Exposure to Networking, Firewalls and Security
- Exposure to Azure Public cloud

Skills

- Demonstrate competence in oral and written communication
- Speak with customers/suppliers/peers in a professional manner
- The ability to use initiative to solve problems

Personal Attributes

- Must be tolerant and adaptable to change in a fast-moving environment
- Able to work well individually and within a team environment
- Persistent and resilient in seeing an issue through to resolution
- Must be flexible during times of change with a can do, will do attitude
- You will be a quick learner, able to assimilate technical information rapidly and translate this into assisting customers with issues or supporting the Technical Services team with project delivery
- You will have good communication skills, both orally and written, adhering to standard procedures and documentation throughout a project's lifecycle and be able to communicate relevant project information to the wider team
- You will be capable of working both independently and in a team-oriented, collaborative environment
- Flexible working location to support client and project delivery requirements