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Description automatically generated

Title: Senior IT Technician  
Salary: £28,000 - £40,000 (plus an on call allowance)  
Duration: Permanent Post  
Location: Remote working and trips to office in Cornwall  
  
We are looking for a seasoned technician with proven experience supporting Microsoft Networks and Microsoft Cloud Services. Your work will include both technical support and project work covering an interesting and wide-ranging list of products and services.  
  
The role will include a mixture of office based, home working and working at customer premises so you must have a valid UK Driving license.  
  
To be successful in this role you will have experience with some or all the following:

* Microsoft Server Operating Systems & Windows Desktop
* Microsoft-Office 365
* Experience working with Firewalls and TCP/IP Networking
* Virtualisation - Hyper-V
* Use of common backup and disaster recovery software
* Switching and WiFi knowledge. Other valuable skills include IP Telephony / SIP / 3CX / Microsoft Teams – Direct Routing

Any experience with the following would be an advantage:

* Endpoint security products / Intune
* Microsoft Azure
* Dell SANs and Storage
* Hyper-V Cluster
* Sonicwall / Unifi
* PSA and RMM Software Tools

Regardless of your technical skills you must have/be:

* Strong communications skills are key and an ability to talk with customers at all levels with a good clear and friendly telephone manner.
* Reliable and able to work both with and without guidance.
* Able to explain issues and deal with customers with varying technical skills.
* Flexible and willing to learn new skills and share knowledge and mentor other technicians.  
    
  Training provided and requirement to follow the Microsoft MCP Syllabus and complete at least 1 MCP Exam per year. NCI Technologies will cover the cost of the exams and training material.

Please send your CV with a covering letter to **careers@ncitech.co.uk.**