

## IT Helpdesk Engineer (m/f/d) in fulltime, Newport/UK

### About the customer

Our international customer, a leader in Data Centers powers, cools, protects, and connects the technology of the world's well-known hyperscalers, cloud providers and large enterprises. Developing and operating across six markets in North America and six markets in Europe, customer has evolved data center design in innovative ways to deliver dramatic gains in reliability, efficiency and sustainability in flexible environments that can scale as quickly as the market demands. Customer's business is growing exponentially through a combination of greenfield market expansion and acquisitions across North America and Europe.

### Essential Job Functions

- To provide first line helpdesk and end user support to staff, clients and visitors
- Assist in the care and maintenance of computing, network and office equipment
- Diagnose and troubleshoot technical issues with software and hardware
- Prioritise, log and track multiple issues through to resolution, within agreed time limits
- Properly escalate unresolved issues to appropriate teams
- To install and configure software applications
- Be the link between our internal customers and IT department
- Proven work experience as a Support Engineer or similar role
- Hands-on experience with Windows/Linux/Mac OS environments
- Good understanding of applications, computers, mobile devices and other tech products
- Ability to diagnose and troubleshoot basic technical issues
- Familiarity with remote desktop applications and help desk software
- Excellent problem-solving and communication skills
- Ability to provide step-by-step technical help, both written and verbal
- Active Directory, Azure and Office 365
- Cyber security, Antivirus & Firewalls
- Troubleshooting, Incident, Change and Asset Management frameworks (ITIL)
- Strong prioritisation and organisation skills with the ability to handle multiple tasks at once

### Job Requirements

- Ability to work under pressure and manage multiple projects.
- 1+ years (s) experience in a similar helpdesk environment.
- Excellent customer service skills.
- Experience in a wide range of technologies.
- Excellent written and oral communication skills.
- Working within an ITIL environment. Preferably holding a current qualification.
- Technical qualifications such as Comptia A+, Network + would be advantageous.
- Experience of Agile methodologies would an advantage.

### Interested? Be part of this success story!

**Don't meet all the requirements? Please still apply if you think you are the right person for the position. We are always keen to speak to people who connect with our mission and values**

**Please send your application to: [jobs@frettnetwork.de](mailto:jobs@frettnetwork.de)**

