



IT Support Site Engineer

Synchronicity Ltd.

Dublin

Full-time, Permanent

Employer actively reviewed candidates 6 days ago

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Synchronicity Ltd. is a small but growing IT Managed Service Provider working with clients across a range of industries including Hospitality, BioPharma, Logistics and Education. We are currently seeking an experienced field engineer to join our team to handle the interesting and dynamic environments of our clients. This role is for a field engineer who will work in our team to provide support and carry out project tasks at our client sites. In addition you will have the opportunity to work in our office preparing equipment and solutions for deployment.

Responsibilities:

- Provide first and second level support for user related issues requiring intervention at infrastructural level.
- Server and networking first level support - Liaise with and resolve problems or queries from clients.
- Act as a point of contact for contractors or external suppliers and clearly communicate technical issues
- Deliver tasks and provide technical support/input to projects
- Carry out ad-hoc requests as required
- Interact with suppliers, request quotes and scope equipment requirements in accordance with policies, budgets and operational demand.

Job Type / Category

This is a full-time permanent position as an IT Field Engineer across a range of our clients. Your time will be split between the office and on-site visits to clients, with the bulk of your time on-site. Those clients, mainly mid-sized companies are spread across industries such as Hospitality, BioPharma, Logistics and Education so it makes for a challenging and interesting position.

Required Education, Skills and Qualifications

- 1-2 Years in a similar role or a proven aptitude/interest in IT.
- Full clean Irish driving license
- Eligibility to work in Ireland full-time

Experience With (Required):

- University diploma/degree or equivalent, alternatively work related experience in an IT support role.
- Windows Client Technologies - Windows 10 & Windows 7
- Windows Server Technologies - Active Directory
- Familiarity with basic Office 365 Administration
- Basic Networking - DHCP, DNS, NAT etc.
- **Completion of an aptitude exam on applying for this job. Once you apply for this job you will be asked to complete an aptitude test - please allow for 10-15 minutes to complete this test to the best of your abilities.**

Abilities:

- To be successful in this role you must be thoroughly comfortable with Windows (Mac OS desirable also) operating systems administration and their operation.
- Robust troubleshooting and strong analytical skills with demonstrated problem solving ability required.
- Excellent technical aptitude, written and oral communications skills and experience and the ability to deal effectively with people at different levels and in different situations.
- Proven ability to operate occasionally in high pressure situations, successfully handle multiple competing priorities and possess a high level of discipline while displaying a high degree of flexibility and professionalism.

Knowledge of (desirable):

- Experience with shell and other language scripting
- Knowledge of, and experience with modern infrastructure hardware including:
- Linux Administration (Debian)
- Proxmox Virtualisation (KVM & Linux Containers)
- Point of Sale / Hospitality Applications (Micros, Opera)
- Microsoft SQL
- pfSense

Benefits

Company Vehicle - Toyota Auris Car-Van

Mobile Phone

Job Type: Full-time

Benefits:

- Company car

Job Types: Full-time, Permanent

Experience:

- IT Field Support: 2 years (Preferred)

Location:

- Dublin (Preferred)

Licence:

- full clean driving license (Required)

Language:

- English (Required)

Work remotely:

- No

30+ days ago

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