



ICT Engineer

Salary: £35K per annum + benefits.

Location: BA2 8SG, BATH, UK / WFH

Holiday: Generous holiday allowance + BH

Benefits: EAP Programme, Pension, Hybrid working, Employee Loyalty Scheme

Role Purpose

Marlin Communications Ltd are an independent and trusted provider of Unified Communications and Collaboration technology, to include Video, Voice, Connectivity, Network Security & Business Mobiles. Through our extensive network of trusted partners, we supercharge business communications technology by selecting a single, or combination of unified communications technologies that meet our customers' requirements.

The Role

This is a mixed role delivering IT support internally to our business and systems, delivering internal IT projects as well as working on select customer-facing projects and support. You will have experience in a high-tech environment, preferably in the telecommunications industry. We work with large SME's and small corporate companies. This is a Hybrid role, with office days and site work where needed with working from home as an option when not. This means being within a sensible commuting distance of the office location.

Responsibilities:

- Provide timely and effective resolution to support requests based on internal and external service level agreements (SLA)
- Technical assistance for hardware, software and/or applications
- Participate in the creation of initiative-taking measures to anticipate and/or remove the need for traditional service and support
- Consult with Manufacturer or supplier tech support services
- Collaborating with Colleagues to create and update technical documentation
- Providing onsite/remote installation and other professional services as needed

Skills and Experience:

- Knowledge of Microsoft Office 365
- Experience with Routers, Firewalls, Network switches, Windows Servers and other OS experience
- Experience with VMware and Virtualisation

Key Competencies

- Must be a team player with excellent collaborative skills
- Strong problem-solving skills
- Excellent English written and oral communication skills
- Adaptive person with passion and willingness to learn

Benefits - A Competitive benefits package that includes:

- | | |
|-----------------------------------------------------------------|----------------------------|
| o All equipment required to enable you to perform at your best. | o Pension scheme |
| o Annual leave increases on your work anniversary | o Well-being programme |
| o Hybrid working | o Death in service benefit |
| o Free training | o Social events |
| | o Free parking |

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply for jobs unless they meet every single qualification. At Marlin Communications we are dedicated to building an inclusive and authentic workplace, so if you are excited about the role but your experience does not align perfectly with the job description, we would encourage you to apply anyway. You may be just the right candidate for this or other roles.