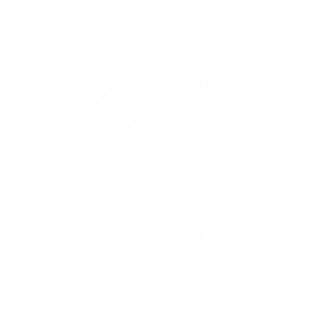
**Onsite Support Engineer**



**Job Specification Birmingham**

# About the role:

As a result of rapid growth plans a fantastic opportunity has arisen for an **Onsite Support Engineer** to join our team of dedicated technical experts. This is the ideal role if you are looking to join a successful and growing organisation, that can offer you long term career development within a well-established and growing technical team of Tier 1, Tier 2 and Tier 3 Engineers.

This is a full time, permanent role, offering an immediate start for a dedicated Onsite Support Engineer who enjoys working within a busy and fast paced technical environment. This role has been created to support the rapid expansion of the company and would suit a highly competent individual with strong and effective communication skills.

The successful candidate will be required to complete a satisfactory DBS check.

The successful candidate may also be required to travel between the Birmingham Site and the Tamworth Site.

# You will be responsible for:

* Responding to and resolving technical queries from end users and VIPs
* MDM administration
* Desktop troubleshooting (Windows and Apple Mac)
* Ensuring Customer Documentation is kept up to date
* Working with the team to identify and implement changes to the Customer Environments to address common issues
* Assisting with project delivery and roll out of equipment
* Providing the highest level of Customer Service
* Assisting with Equipment requests and JML (Joiner / Mover / Leaver) process

## Key Skills:

* + Experience in supporting Apple MacOS/iOS
  + Experience in supporting Windows Desktop
  + Strong people skills
  + General grasp of networking fundamentals TCP/IP DNS DHCP
  + Able to be self-sufficient and driven
  + Willing to learn new skills
  + Experience of troubleshooting issues with AV equipment
  + Experience of troubleshooting issues with printers and network shares
  + Ability to provide VIP support both remote and face to face
  + Detail oriented and organised
  + Have an ability to work independently, autonomously and take initiative
  + Can multi-task and proactively manage various issues and conflicting priorities
  + Have strong and effective written and verbal communication skills

In addition, the ideal candidate would also have experience in the following areas, however this is not essential.

* + MDM (Mobile Device Management) Especially
  + ADE (Apple Device Enrolment, previously DEP)
  + Jamf Pro
  + Jamf Connect
  + Familiarity with ITSM tools, Office365, AD
  + ITIL knowledge
  + Microsoft / Apple Certifications

# Why Academia?

Academia is an innovative and rapidly expanding technology company on a mission to transform IT services for large public and private sector customers. We’re not just a supplier; we’re a trusted partner for thousands of clients.

Our ethos is simple, if we can provide great technology and make it work, we will empower our customers to optimise their investment in technology. Your IT success is our business.

Building a strong reputation over 20 years as a top-tier provider of IT solutions and services, the company has sustained double-digit growth, with revenues exceeding £150 million in FY24. We have picked up prestigious industry awards along the way, including the highly prized CRN reseller of the year award.

Backed by Strive Capital, which has provided strong financial and strategic support since 2020, Academia is well-equipped to continue expanding into new areas. Our dedicated lifecycle division, launched to meet the growing demand for sustainable IT solutions, reinforces our commitment to reducing environmental impact while supporting the full lifecycle of our technology.

Our culture is built on teamwork, innovation, integrity, ambition, and a commitment to delivering excellent customer service. With ambitious growth plans and a supportive, collaborative environment, Academia is a fantastic place for professionals eager to make an impact. Join us and become part of one of the UK’s most exciting tech success stories.

## Benefits

* + Gym membership contribution
  + Health Cash Plan
  + Increased annual leave with length of service
  + Free annual leave on your birthday
  + Length of service bonus
  + Flexible working hours
  + Hybrid working
  + Free Will Writing service
  + Borrow my doggie membership
  + Life Insurance
  + Wellbeing Days
  + … And much more!