**On-Site Technical Support Engineer**

**Job Specification**

**London**

**About the role:**

Academia is seeking a knowledgeable, enthusiastic, and methodical individual to join our expanding services team. This role involves managing, deploying, tracking, and preparing a large number of devices for a central London-based customer.

The ideal candidate will maintain exceptional standards in quality of work, be productive and efficient, and have an excellent grasp of job-related knowledge. They should be organised and methodical, establish and maintain constructive working relationships as a team player, and be an enthusiastic communicator. Additionally, they must be a deadline achiever with excellent time management skills, capable of managing customer expectations and timely reporting back requested information.

**You will be responsible for:**

* Preparation and provisioning of Windows and Apple devices; including but not limited to asset tracking, performing DOA testing, and arranging for the collection and receipt of new devices.
* Imaging and preparation tasks; this includes the application of pre-defined images, builds, task sequences and applications as requested by the customer on a 1-2-1 or bulk basis
* Monitor and managed actively deployed and stock devices for utilisation and replenishment requirements
* Ensure the smooth deployment and operating of core applications and agents
* Ensure devices are kept up to date with the latest security fixes prior to entering production
* Work with the customer to prepare and issue devices to new starters, new lab devices, or loan devices and work with the respective parties to reclaim devices which need returning
* Work with Academia and the customer to implement, refine and adopt best practices, change management and service criteria
* Perform basic hardware and software troubleshooting techniques to rectify any issues encountered with endpoint devices
* Manage the wiping / locating of lost/stolen devices when required
* Run management/business reports to determine service metrics and utilisation, along with technical reports

**Key Skills:**

* Solid understanding of network connectivity and troubleshooting
* Proficient in endpoint hardware, operating systems, and software
* Knowledgeable in device management, including Jamf, Intune, MECM/SCCM, Active Directory, and Group Policy
* Familiar with various deployment mechanisms, such as zero-touch, user-initiated, or manual builds
* Detail-oriented, process-driven, and committed to exceptional quality of work
* Capable of working independently and collaboratively within a team
* Strong written, verbal, and interpersonal communication skills
* Effective planning and time management abilities
* Ability to meet deadlines and service targets as outlined in customer contracts, managing customer expectations and providing timely reports
* Basic understanding of cybersecurity and protective measures to enhance security
* Passionate about the IT/Tech industry with a keen interest in ongoing personal development

**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!