Cloud Helpdesk Engineer

About Us: We're not your typical MSP. As a second-generation Managed Service Provider (MSP) born from the expertise of industry veterans, we're crafting a new narrative in the UK tech scene.

Our team, akin to the Navy SEALs of the tech world, consists of elite operators who've excelled in larger MSP environments but yearned for something more. At Synextra, we've spent 9 transformative years building a company that's small by design but colossal in impact, guided by a technical leader whose vision is always client-first.

The Technical Support Team are at the centre of everything we do, and we have the exciting challenge of finding the next person to join the team. We value a passion for technology, a natural flair for customer service and a general love of all things 'geek'. You'll be working for a fast-growing enterprise cloud provider that provides both fully managed cloud environments and connectivity services.

We are currently looking for a skilled and enthusiastic Cloud Helpdesk Engineer to join our dynamic support team. The team are responsible for supporting our customers across a wide range of technologies with no one day being the same. The Cloud Helpdesk Engineer will primarily focus on first/second line Customer Service support.

You can expect to work with the latest technology and leading brands, in a team where everyone has a passion for technology. This will be a hands-on, fast paced role where there will be endless opportunities to develop new skills and get involved in projects across the business as you progress.

What We Offer:

- ✓ A unique, empowering environment where your voice matters and your contributions are pivotal
- ✓ Direct support and mentorship from the leadership team that values your growth and well-being
- ✓ A culture that's both technically astute and commercially savvy, where learning and collaboration are part of our DNA
- ✓ Opportunity to work with every product in our extensive toolset. If your passion is infrastructure related, you'll likely find a solution deployed and supported here that you're able to interact with immediately

Requirements:

- ✓ Take ownership of incidents, managing through to resolution
- ✓ Work with the latest technology such as Microsoft Azure
- ✓ Problem solve to find solutions to complex issues
- ✓ Providing a high level of customer-focused support through the service desk
- ✓ Promptly respond to issues
- ✓ Configuration of office hardware and software
- ✓ Day-to-day monitoring to proactively prevent issues
- ✓ Produce internal and customer reports
- ✓ Completing site visits to data centre locations/customer premises

- ✓ Liaising with 3rd party vendors as required
- ✓ Keeping up to date on the latest technology that can enhance our and our customers' environments
- ✓ Taking part in the on-call rota

Essential skills required:

- ✓ A passion for technology above all else
- ✓ You should have, or be working towards, Azure certifications
- ✓ A positive attitude, always focused on finding a solution
- ✓ The ability to learn new skills quickly
- ✓ An understanding of Windows Server or Windows Desktop
- ✓ An understanding of Active Directory
- ✓ A basic understanding of TCP / IP networking
- ✓ A full clean driving license
- ✓ Great communication skills

Perks & Benefits:

- ✓ A vibrant office in Warrington, and even an office dog who's a football champ
- ✓ Competitive salary, and comprehensive benefits including private healthcare, dental cover, and more
- ✓ A culture that celebrates success, encourages innovation, and supports your professional and personal growth

Next Steps: Joining our Elite Team

- ✓ **Ready to Take the Leap?** If this sounds like the challenge you've been waiting for, we're excited to hear from you. Reach out to us, and let's embark on this journey together.

- ✓ **Email your CV and a covering letter** to careers@synextra.co.uk