

On behalf of our client, Oxygen Ltd, we are seeking 2nd and 3rd Line Support Engineers. Oxygen is a Bermuda based IT Company offering Managed Service Support, Cloud hosting, telephony, and consultancy. Oxygen focuses on world-class support services and is a certified Microsoft, VMware and Citrix partner.

SUMMARY OF POSITION - 2nd Line Support Engineer

Keen and self-motivated 2nd line IT Support engineer required to work as part of our technical team supporting Microsoft, Citrix and VMware platforms. This represents an outstanding opportunity to develop your technical skills within a company that invests heavily in staff development and offers a competitive salary and benefits.

Core skills and experience required

- Strong communication
- 3 years+ 2nd line IT support experience
- Keen interest in IT and willingness to learn
- Experience of PC configuration, support and troubleshooting
- Exposure to MS Windows 7/10 Desktop OS, Active Directory/Exchange administration/MS Office/O365/Azure.
- Understanding of TCP/IP and network troubleshooting

Qualifications

- Microsoft, VMware or Citrix certifications preferred but not essential

SUMMARY OF POSITION - 3rd Line Support Engineer

Experienced 3rd line Wintel Support engineer required to work as part of our technical team supporting Microsoft platforms and VMware environments. This position will be supporting our law and financial services customers onsite so previous experience working within a regulated financial/legal environment is preferred. Candidates must have strong analytical and problem solving skills as well as being calm and focused within a pressured environment.

Core skills and experience required

- Minimum 5 years in 3rd line Windows Server Support role
- Strong 3rd line Windows Desktop, including design and deployment.
- Experience of working with secure and critical infrastructures
- Experience of working under change control
- Strong Active directory and Group Policy administration
- Strong scripting experience, including Powershell
- Microsoft Exchange support in a multi-server corporate environment
- Azure/AWS/O365 exposure
- Cisco networking support and troubleshooting preferable
- Knowledge of Terminal Server, Citrix XenApp thin client technology
- VMware ESX setup, administration and troubleshooting
- Proven ability to document processes, procedures and solutions

Qualifications

- Microsoft certification required
- A certification in either VMware, Cisco CCNA, or Citrix CCP is required
- Degree educated is preferred

Additional skills and experience preferred

Self-motivated with a proven track record in Microsoft and Cloud technologies and comfortable in the dynamic atmosphere of a technical organization with a rapidly expanding customer base. Candidate should be organized and analytical, adept at working in a team environment, able to work within a project schedule, and able to handle multiple priorities.

Interested candidates please submit CV and supporting references to:
The Platinum Group Ltd., Sofia House, 48 Church Street, Hamilton HM 12, Bermuda, Tel: 441 296-4090 - email: careers@platinumgroup.bm.
Closing Date: April 9th, 2021