

<https://stellarise.com/job/senior-it-support-engineer-budapest/>

Senior IT Support Engineer – Budapest

Description

We are looking for a bright and enthusiastic, highly skilled **Senior IT Support Engineer** with excellent spoken and written English to work in Budapest alongside our established Managed Service Support team in the UK. We operate a ticketing system so you will be answering the phone to our diverse client base, creating appropriate tickets and troubleshooting where you can. You will occasionally visit clients so you will need to be well presented and articulate. We will be conducting initial telephone interviews followed by face-to-face interviews in October / November 2019.

We are an established leading provider of IT services and SaaS solutions supporting our customers across the UK and Europe. Based in London UK, we are a Microsoft Silver Cloud Productivity Partner and approved Xero Developer partner. Our office in Budapest opened in August 2018 as part of our strategic plans for expansion. Your role is pivotal in ensuring its success as an essential part of our overall operations.

About Stellarise

We believe that the right technology makes growing a business simpler. You would join a team providing Support, Project Delivery and IT Strategy to our clients – a diverse bunch who design incredibly buildings, create compelling events, find hidden oil reserves, drive website sales and raise capital for global start-ups. We ensure that they stay productive and underpin their growth.

About you

You will have a strong degree in Computing or Computer Science, experience in customer support and have a confident, friendly and outgoing personality building strong relations with our varied client base. You will have worked in the following capacity at a minimum: 1st or 2nd Line Support Engineer.

Working in tandem with our team in London to ensure that we have a seamless transition across time zones enabling us to serve our larger clients in the UK and Europe seamlessly. You will excel at working within a team and have a positive attitude with customer service at the fore 100% of the time. You will be familiar with putting together quotations for new pieces of work. You will be self-motivated and disciplined in your approach to working remotely – occasionally being in the office alone. You will be joined by our Senior Developer and his team and another Junior Engineer in our centrally located office for most of the working day. Initially your hours will be from 07.00 – 4.00 but our hope is to have our office open until 19.00 with another member of your team in place enabling a shift pattern to emerge.

Please note client confidentiality and trust is vital and a key condition of employment is a Hungarian Official Certificate of Good Character from the Hungarian Authorities.

Qualifications

Hiring organization

Stellarise Hungary Kft.

Employment Type

Full-time

Industry

IT

Job Location

Kalvin ter 3 I II Floor 8/ b, 1053,
Budapest, Hungary

Working Hours

9AM – 6PM

- Strong Microsoft Windows Server with deep, troubleshooting Experience of Active Directory, DNS, WDS/MDT
- Strong Microsoft Office 365, Microsoft Azure, Azure AD
- Strong Networking: TCP/IP, Firewall, Routing, Switching, VPN(IPSec, Open VPN), DHCP
- Strong Virtualization: VMWare vSphere (5.5-6.7)
- Strong PowerShell experience with Azure AD, Office 365(EXOP, MSOL), MS AD modules
- Basic MDM Knowledge
- Basic Linux/FreeBSD skills
- Basic NAS
- Preferably one monitoring platform knowledge

We'll also give you plenty of opportunity to use and learn many other technologies and grow your experience across them.

Contacts

Please send a covering letter in ENGLISH detailing why you would like to join us and why we should hire you enclosing an up to date CV recruitment@stellarise.com

Please note that with no covering letter your application will not be considered.