

## Position

Mintivo are looking for a full time, Desktop Support Engineer based from our head office in Chippenham, Wiltshire.

This is a fantastic opportunity in a varied role working with multiple customers and modern technologies alongside a fast-growing team of technical professionals all within a fun, friendly culture, you will be working with the latest technologies to support our rapidly growing customer base.

## Benefits

- Unlimited holiday
- Great working atmosphere and environment
- Development & training opportunities
- Lots of employee socials and events
- Bonuses and wage increases
- Lots of cake and bacon sandwiches!
- And of course, you get to work for a fast-growing, modern, market leader like us!

## Who you are

We are looking for someone with excellent customer service skills who can explain complex technical concepts simply and concisely, you will be focussed and self-motivated with a keen attention to detail. An exceptional technical professional who is willing to learn from others and educate the more junior members of the team.

## Essentials Skills

- Exceptional customer service skills
- Helpdesk experience
- On-site and remote support
- Methodical approach to problem-solving
- Active Directory
- Microsoft Exchange, Office 365 & Azure
- Firewall configuration & troubleshooting

## Desirable Skills

- Experience working within an ITIL framework
- Microsoft certifications
- Knowledge of Windows Server 2008 R2, 2012 & 2016
- DNS, DHCP,
- Networking; VLANs, routing & troubleshooting

## Salary

£20,000-£25,000 dependant on experience

## Why Mintivo?

We could tell you more about us and how we work, but we will leave it to some of our employees...

### Adam – Apprentice Technician

*"Mintivo isn't just a company, it's a family that approach IT in a different way"*

### Ben – IT Support Engineer

*"It's great to have the opportunity to work with people who are so friendly and always working to improve my skillset."*

## Notes

37.5 hours a week Mon-Fri, due to the nature of the job some work at weekends and outside of normal hours may be required.

Travel to customer sites will be required so a full UK driving licence and access to your own vehicle is essential

To apply, please email a CV and covering letter to: [recruitment@mintivo.co.uk](mailto:recruitment@mintivo.co.uk)

No agencies please.