



Solutions Engineer

Term: Permanent

Location: UK, Bury St Edmunds

Salary: Competitive.

The mission...

We're looking for an enthusiastic, customer-focussed Solutions Engineer who wants to be part of a highly-skilled and service-driven team.

Our Solutions Engineers role will include planning, installation and documentation of IT systems and networks at sites located throughout the United Kingdom.

Our Solutions Engineer candidates should have at least 5 years' experience delivering IT projects along with excellent communication skills.

In depth knowledge of Microsoft Server Operating Systems, Hypervisors, Hardware, IP LAN & WAN networking, Exchange, O365, Skype for Business and SCCM is essential.

What you'll bring...

- A passion for IT and technology!
- Good communication skills
- A "can do" attitude is essential
- An ability to learn new skills as required
- Excellent troubleshooting skills
- Diligent and with great attention to detail and the ability to make decisions based on competing information and pressures
- A full clean driving licence and willingness to travel
- ITIL version 3 qualified or a very good understanding of ITIL best practices
- Enthusiasm and a customer focus mind-set
- Strong customer service and communication skills, and the ability to effectively interact with technical and non-technical customers
- High levels of integrity and quality of service at all times
- Demonstrable experience of end-user computing support in commercial environments
- Flexible approach to working hours
- Effective time management and prioritisation skills
- Demonstrable experience within a busy IT environment
- Experience of managing 3rd parties and 3rd party delivered services
- Excellent people management skills
- Excellent written and verbal communication skills
- Willingness to support and mentor junior staff
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including shift, out of hours working and travel if required
- Able to manage sensitive and sometimes confidential information
- Self-motivation and able to take responsibility
- Able to manage and prioritise tasks and time efficiently
- Able to demonstrate initiative and a proactive approach to daily tasks

What it's like to work at Green Duck...

We love two things; Innovation and people. We work our socks off to create and deliver first-class technology and training solutions to businesses throughout the UK and Europe.

We'll provide you with a challenging and energetic environment, working with like-minded, awesome people. No day will be the same and we'll promise to support and nurture you throughout your journey with us.

On top of that, you can expect all sorts of perks including a company-contributed pension, childcare vouchers and regular social events.

If this sounds like your cup of tea, [send us](#) your CV and we'll get back to you as soon as possible.

