**The Invitation**

**Senior IT Support Technician**

**TEAM: I.T.**

**REPORTING TO: I.T. MANAGER**

<https://www.linkedin.com/jobs/view/2006391519>

**A BIT ABOUT US**

The Marketing Store is a global customer engagement agency. We bring people and brands closer together.

Operating as a creative agency, strategic consultancy and a technology provider, we engage with over 110 million customers every single day for clients including McDonald’s, adidas, Vue and O2.

Our close community of creators, thinkers, inventors and doers are committed to breaking down silos, challenging the status quo and producing purposeful, award-winning work.

**OUR PEOPLE**

We don’t see The Marketing Store as an agency, we see it as a diverse family of amazing people who come together to make great things happen.

So that’s how we treat them.

Our focus is and always has been on ensuring that our people ‘leave changed.’ That means investing heavily in providing them with the tools, training and freedom to grow both personally and professionally. It also means respecting that we are all different, with different needs; acknowledging the pressures of city living, parenting, prejudice; and understanding that our employees’ futures are as important as their nows.

Our people thank us not only in the incredible work they do for our clients, but in consistently voting us as a top place to work in Campaign magazine.

**WHY WE THINK YOU WILL LOVE THIS ROLE**

From our heritage in retail and promotional marketing, we are now an agency that offers clients 360 degree thinking and creative, with ‘digital’ forming an essential part of our core offering.

In line with this, and to ensure we continue to evolve as a world class, award-winning ideas agency, we have developed a new agency proposition which puts people at the heart of our process and the agency itself. Promoting digital integration and collaborative working across the entire agency is fundamental to this new proposition.

In the role of Senior IT Support Technician you’ll play a major part in the operation of both the infrastructure and the helpdesk functions supporting both our internal European colleagues (in London, Leeds and Paris) and business services. You’ll aid in the delivery of first-class work across the agency.

Working with both the IT Service Desk Manager and the European Systems Administrator, you’ll support our internal user base through our Service Desk toolkit, ensuring that all SLAs are met and the business is provided with a first class support service.

You’ll mentor junior IT Support Technicians and provide a point of escalation for all incidents and problems and it’s critical that you develop and maintain excellent relationships with all TMS staff, peers and external suppliers.

You’ll have the opportunity to work alongside the European Systems Administrator on projects related directly to core desktop IT services. During periods of increased workload you will also assist in providing infrastructure and 3rd line support to the business.

If you’re passionate about service delivery and know that successful IT is critical to business success, then this is the role for you.

Finally, we guarantee that you will leave changed. Because we help our people achieve their goals.

So come here to experience. To experiment. To make mistakes. To challenge your own limits.

**WHAT YOU WILL BRING TO THE AGENCY**

* Provide IT support to users and peers across all of our European sites
* Travel to European offices to provide onsite support where required (approx. every 3 months)
* Collaborate with international counterparts in standardising support globally
* Champion and assist the IT Service Desk manager in the definition and implementation of ITIL processes - including Incident, Problem, Configuration and Change management
* Administer and support the core IT desktop services
* Work with the EU Systems Administrator on infrastructure projects related to end user computing
* Manage all agency backup jobs to ensure they complete and are fully tested. Fulfil file data restore requests as required
* Administer the IT asset register to ensure all devices are logged and assigned to users. Manage the end-user computing EOL cycle
* Work with the facilities team in providing technical support for pitches and important client meetings
* Manage and support the agency telecoms service in all locations
* Perform the daily, weekly and monthly check process to ensure platform stability including security and patch compliance
* Ensure strictest level of compliance is followed when working with the Active Directory and following core service desk processes (Joiner & leavers etc)
* Liaise directly with outsourced partners to support the Cisco network infrastructure and international VPN connectivity, telephony infrastructure and managed print services.

**SKILLS AND EXPERIENCE WE WOULD LIKE YOU TO HAVE**

* Strong customer focus and customer service skills
* Proven track record in providing a first class IT support service to media businesses
* Extensive knowledge of Windows 7, MAC OS and Office 2010/2013
* Experience in managing smart devices including; iOS, Blackberry and Android
* Practical knowledge of the ITIL framework including - Incident, Problem & Change, Service Level Management etc
* Practical knowledge of Exchange 2010
* Project experience in managing the migration of Exchange to Office 0365 is desirable
* Excellent verbal and written communication skills
* Experience of administrating enterprise patch management systems
* Some knowledge of supporting a VMware environment
* Experience with administering and deploying OS and Software packages via automated methods.
* Windows Server 2003-2012 - DNS, Group Policy, DHCP, TCP/IP
* Extensive knowledge of administering users and computers via Active Directory
* Experience of managing a backup environment (e.g Backup Exec 2010/2012)
* Experience of working with JAMF Casper Suite 7
* Experience in supporting Dell or HP hardware is essential (server, laptops and desktops)
* Experience in supporting remote offices / home workers
* Experience of working in the media sector is essential
* Exposure to project management methodologies is desirable
* Proactive, self-motivated and logical thinker

**Qualifications**

* MCTS/MCSA/MCSE in Microsoft Technologies
* ITIL V3 Foundation certified
* Apple Support certified desirable

**THOSE EXTRA PERKS!**

* ‘Your Hours’ – flexible working for all around a core hours structure
* 22 days’ holiday standard (increases year on year with service)
* An additional three days for the Christmas period
* Your birthday off and £50 cash on us!
* 3% Company pension contribution
* Private Health Cover with AXA PPP (for you)
* Dental cover with Denplan (for you)
* Annual Discretionary Performance Bonus
* ‘Bike to Work’ scheme
* Life Assurance at four times your annual salary
* Employee Assistance Programme
* Referral bonus for new hires
* Long Service Bonus at 5, 10, 15 years
* Socials and sports teams

**We are The Marketing Store and we would love to meet you!**