

## Installation and Support Engineer

### About Alpha Generation:

Alpha Generation Distribution is a specialist IT distributor focused on proactive security solutions. Launched in May 2013, we're still a young company - but one built on twenty years' experience in IT distribution and security. Through a combination of product knowledge, channel support, and personal attention, Alpha Generation delivers where broad-line distributors can't.

### Overview:

Alpha Generation is looking for an installation and support engineer to provide installation and support services for a variety of security solutions. The role requires customer site visits and support by telephone/remote.

<b>Job Title:</b>	Installation and Support Engineer
<b>Reports to:</b>	Services and Support Manager
<b>Location:</b>	Retford, Nottinghamshire
<b>Job Status:</b>	Permanent, full time
<b>Salary:</b>	Competitive, based on experience - plus bonus scheme and personal pension contributions

### Responsibilities:

- Installation and configuration of security solutions, on-site or remotely.
- Resolution of 2nd/3rd line support issues and requests via telephone, remote support or on-site visits
- Logging, prioritisation and escalation of IT support issues and requests.
- Provide occasional training and knowledge transfer of security solutions to customers
- Provide technical assistance to the sales team as part of the customer sales cycle
- Assist other Line Technicians with support issues where required
- Assist with maintenance of internal systems

### Requirements:

The successful candidate will:

- be able to demonstrate strong knowledge of operating systems including Windows Server, Windows Desktop, Mac OS & Linux
- have experience of troubleshooting PC/Server Hardware and Software issues.
- hold a full UK driving license and car
- have strong interpersonal skills and be able to communicate at all levels of business, both internally and externally
- be organised, focused and conscientious
- a problem solver with a flexible attitude to work
- depending on location, commute to Alpha Generation's offices in Retford, Nottinghamshire and visit partner, vendor and end-user sites throughout the UK as required
- be able to work extended hours on occasion

### Preferred skills, but not essential:

- Experience of MS Exchange Server and Office 365
- Experience of installing and configuring Routers, Firewall and Switches
- Experience of installing and configuring endpoint protection solutions
- Experience with virtualisation including Hyper-V, VMware and cloud Infrastructure
- Experience with scripting