

# IT Support Engineer

Logika Group

Location: Bristol

## Role Location

The role is full-time and based in Bristol with travel required across the UK (currently to our offices in London and Warrington). There will be the opportunity for some home working.

## The Company

The Logika Group provides clients with a broad range of high quality environmental and design consultancy services. We specialise in the fields of air quality, climate change, noise, biodiversity, water management, green infrastructure, natural capital, environmental policy and socio-economics.

The Logika Group comprises Air Quality Consultants Ltd, Noise Consultants Ltd and Logika Consultants Ltd. Air Quality Consultants was established in 1993 and has become the leading independent air quality and climate change practice in the UK. The Directors of Air Quality Consultants set up the Logika Group and sister companies to provide clients with a wider range of environmental and design consultancy services. Managed by a single leadership team, the Logika Group is made up of around 70 environmental experts with ambitious plans for organic growth in the years ahead.

## The Role

To support our continued growth, we are seeking to recruit an IT Support Engineer to join the Group. The role will be based in Bristol where the majority of our IT infrastructure is located, but will also involve ensuring the smooth running of our wider network that includes a London office, a Warrington office and a number of home workers. You will be a point of contact for IT support requests from internal colleagues, and will manage and work alongside existing external IT support. This will be by using the phone, Teams, email, and face to face in person support. Further responsibilities include:

- User and computer administration within a Windows Server environment.
- Procurement and provisioning of laptops, desktops, tablets, smartphones, and other IT equipment as needed.
- Management and troubleshooting of internal IP based phone system, alongside existing external support.
- Troubleshooting and resolving hardware and software issues.
- Testing, installing, upgrading, licensing, and updating a wide variety of software for different team members.
- Communicating and liaising with staff on IT needs.
- Planning and assistance in IT projects and upgrades when required.
- To minimise disruption, some duties may occasionally need to be performed outside of normal working hours, so flexibility is required.

## Skills and experience we are looking for

The ideal candidate will have:

- At least 3 year's previous IT support experience essential.
- Windows Server Active Directory user and computer administration experience essential.
- Excellent knowledge of Windows 10 and Microsoft Office 365 applications.
- Excellent knowledge of desktop, laptop and tablet hardware troubleshooting and maintenance.
- Experience of using remote support tools such as TeamViewer and TightVNC.
- Basic networking knowledge (TCP/IP and LAN/WAN infrastructure).
- Ability to install, support and maintain hardware and software.
- Ability to provide telephone support to remote users of all levels.
- Outstanding communication and customer service skills.
- Proactive, keen to learn and develop within the role.
- Experience of Linux operating systems and Linux shell is desirable.
- Experience of IaaS cloud management, automation and virtualisation is highly desirable.
- Any experience of Cyber Essentials, or IP based phone systems would be beneficial.
- A full UK driving licence is a requirement for this role.

## What we offer

You would be part of one of the most highly respected environmental consultancy teams in the UK.

We are a growing Group of companies that wants to do things differently, with an exciting future that will help you shape and realise your ambitions. You will have a great opportunity to work with a talented and dedicated team and be able to develop your career as the company grows.

We ensure we can support our employees through offering wellbeing programmes and policies that support individuals. These include flexible working, trained mental health first aiders and readily available support through our Employee Assistance programme.

Furthermore, along with a competitive salary, we offer a benefits package which includes an enhanced pension scheme, death in service life cover, discretionary bonus scheme, the option to buy additional annual leave, and much more.

Our Equal Opportunities Policy is to ensure that no applicant receives less favourable treatment on the grounds of age, disability, gender, reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

## How to apply

Please send a full CV and covering letter to [careers@aqconsultants.co.uk](mailto:careers@aqconsultants.co.uk) setting out how your experience is relevant for the role and why you are interested in being considered.

If you have any questions on the role and/or group, then send them through to the email address above.

Further information is available on our websites:

[www.aqconsultants.co.uk](http://www.aqconsultants.co.uk) | [www.noiseconsultants.co.uk](http://www.noiseconsultants.co.uk) | [www.logikaconsultants.co.uk](http://www.logikaconsultants.co.uk)