

JUNGLE IT

Careers at Jungle

We're always looking for great people to help us create a world where business is always ready for the future.

We want everyone to feel like they're Jungle. We want people who believe that what they're doing is a more than a job, it's a vocation. 100% in to achieve the best and be the best. We help you get there. Great salaries, loads of perks and warm and friendly people. We're not geeks. We're just people who love working with other people in digital technologies and services.

Companies with high performing cultures and strong values thrive on change.

Our values weren't created they were uncovered and are continually nurtured. They are the roots of what our people already have in spades. Our values are just how we do things around here:

- ⚡ **Tenacity** – We are proud and passionate about what we do, which means we own the challenges and the solutions.
- 👂 **Follow the Listening Process** - We see that big opportunities are often hidden in small problems, so we talk everything through to get under the surface.
- ⚡ **Customer Innovation** – We know that the best answer doesn't always match their question, which means we go further to show them what's possible.
- 👍 **Positive Attitude** - We're optimistic about future success, which means keeping ourselves open to brilliant outcomes.



What you can expect from us

- ☀️ 25 Days Holiday
- 🏠 Company Pension
- 👤 Life Assurance
- 🛒 Perkbox Perks & Medical
- 🎓 Funded Training and personal development plan
- 💻 Technology pack, including laptop and home working equipment

JOB ROLE

1st / 2nd Line Helpdesk Engineer

Horsforth, Leeds

Your role

We value wisdom, but also a sense of experimentation in our people and encourage the exploration of new ideas and ways of thinking. You will support a wide range of clients and systems, ensuring a high level of 'service excellence' is delivered. Support is provided via telephone and email so solid skills in these areas are essential.

Ideally, as the 1st / 2nd Line Helpdesk Engineer, you will have wide technical experience but have strong skills in; Windows client/server operating systems, O365 console/applications (Teams, Outlook, Office) and cloud solutions etc.

We are looking for the following

- Passionate about the IT industry
- Able to work in dynamic, fast-paced environments
- Wants to learn the latest technologies
- Develop their skills with on hand experience and training opportunities



Responsibilities

- Troubleshoot helpdesk issues, identifying problems hardware/software and following through to resolution within SLA.
- Update the helpdesk system ensuring all parties are informed on update/resolution or escalation of issue.
- Escalating where appropriate to 2nd and 3rd Line Engineers.
- Locate Trends / Common issues.

Essential skills

- Ability to communicate to technical and non-technical users via phone call/email/ITSM tool.
- Ability to think logically and troubleshoot issues on cloud, server and endpoint systems.
- Have relevant experience providing support in an MSP environment.
- Windows Client/Server and Mac operating systems – Only operating systems in mainstream support.
- Security and confidentiality are paramount to this role.

Desirable skills

- Minimum 2 years' experience in an IT Support role and/or qualifications in Microsoft and related products.
[Able to support and have administration/troubleshooting knowledge in;](#)
- Office365, Active Directory and Exchange .
- Microsoft applications. (Office Suite, Teams, etc).
- Printer configuration, setup.
- Antivirus (ESET/Defender)
- VOIP (NFon)
- Networking support including firewalls/routers/switches
- Azure
- Hyper V/VMWare.
- [Have an understanding of;](#)
- ITSM and RMM tools (ConnectWise Manage/Automate)