

About Ideal

Ideal is an inspiring place to work where we help customers transform: We create value, accelerate change and mitigate risk in customer's organisations. We design, implement, and support innovative IT solutions across Security Networks, Data Centres, Cloud & Collaboration. We are an independent company, offering a refreshingly different experience to larger IT solutions providers.

We continually invest in our employees' development and training to keep our skills fresh and enable our employees to further their development whether this be technical qualifications, soft skills training, or something personal to them.

We believe in empowering our people and enabling them to work in an environment that is best suited to them, whether that be remote, within our Brighton office or a combination of the two. We welcome applicants from all backgrounds and aim to offer all our staff the support they need to achieve their goals; both personal and career focused. We particularly welcome candidates from under-represented groups in the Tech Community.

A Good Fit For This Role Will Be

- A brilliant communicator
- Excited about learning something new every day
- Process oriented
- Extremely self-motivated
- Able to deliver against deadlines and agreed targets
- An excellent team player
- Adaptable and organised

What You'll Be Doing

- Working within Ideal's 24/7 Service Centre
- Investigating and helping to resolve issues on customer's network and IT estates
- Managing incidents, investigating alerts, and carrying out change requests
- Supporting ad-hoc projects to develop the capabilities of the Service Centre
- Managing support cases to enable fast resolution for our customers
- Ensuring all cases are recorded accurately and closed within agreed timeframes
- Sharing knowledge across the team to ensure and enable best practices

Required Skills & Experience

- Network support and administration (any of the below):
 - Routing & Switching (Cisco, Meraki, Draytek, HP, Netgear)
 - Firewalls & Security (Palo Alto, Cisco, Fortinet)
 - Wireless Networks (Cisco, Meraki, Ubiquity, Aruba)
- Achieved or working towards vendor accreditation or equivalent (e.g. CCNA, PCNAS, CompTIA Network+)
- At least 6 months industry experience working in a customer service environment
- Accurate written and verbal English communication skills

Optional (But Useful) Skills

- Microsoft 365 and/or Azure support and administration
- Server & Storage support and administration
- Unified Communications / Collaboration support and administration (e.g. Cisco CUCM, MS Teams)
- Full UK Driving Licence

Key Information

- This role is based on a rotating shift pattern including regular night-time and weekend work; 3 x 12-hour shifts (7 to 7), 3 x days off, subject to change as the team grows.
- Development opportunities to expand skills to cover multiple technologies with fantastic exposure to new products and technologies
- Compensation for providing support outside of scheduled hours

What You Can Expect From Us

- A competitive benefits package, including 22 days annual leave
- Extensive training & development opportunities with paid study leave
- Community focused groups such as our in-house Diversity, Inclusion & Belonging Team and Culture Club

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