



Associate 2nd and 3rd Line Roles

We are looking for excellent freelance IT professionals to work with us on projects and consultancy work on a regular basis. The role will be based on an associate relationship where you would represent the JADE Group of companies, including Ethical IT. Ideally you will be available to work on-site at customer sites in central London, although this is not essential for some projects.

Projects are varied in terms of scope, technology and amount of responsibility given to the associate. We have a requirement for engineers that can take on anything from small, short pieces of work as part of a larger team, to larger full ownership of projects (working from the project brief only, responsible for full end to end delivery).

Associates will be reporting to the Project Manager at all times, taking the engineer delivery role of the project with the Project Management Office running the project in terms of scheduling and tracking deliverables.

We also provide proactive technical management and maintenance services for deployed customer solutions and are interested in receiving enquiries from 2nd and 3rd line service desk engineers that could assist on an ad hoc basis, during periods of staff leave or as a result of increased business activity.

If you are a flexible, committed and hardworking individual with a selection of the following skills then we would like to hear from you: -

- Demonstrate a proactive approach to work
- Be able to problem solve and work on your own to deliver projects / assignments to a high standard
- Extensive desktop support experience
- In-depth design, implementation and support of Microsoft technologies.
- Install, configure and maintain MS Windows Server platforms (i.e., 2003/2008R2/2012R2)
- Detailed knowledge of Office 365 setup and management
- Email server experience - type of product less important than conceptual knowledge, although MS Exchange is the most common
- VMware – VSphere (all versions) technology
- Hyper-V platform management, deployment and troubleshooting
- Strong networking support and management skills. Layer3 switches, routers and firewalls. Cisco platforms would be advantageous.
- Remote Desktop services
- Cloud services experience (e.g., AWS, Azure)
- Backup technologies
- Able to communicate and see tasks through to completion
- Have excellent time management skills
- Work experience of a minimum of 5 years (2nd line) and 8 years (3rd line) on a busy Service Desk or Managed Service environment
- Be available for opportunities on a reasonable basis

If you are interested in applying for an associate role then please send details of your experience to recruitment@ethicalit.net, including your key contact details (i.e., email address, mobile number).