



Service Desk Engineer (Full Time – 2 Year Fixed Term Contract)

Exeter/Honiton/Newton Abbot

At Strata we are passionate about our people and about our technology as well as our digital transformation. We pride ourselves on our integrity towards our colleagues and clients as well as providing service excellence at all times. We are collaborative in the way in which we work, our fast-paced environment provides many opportunities for exposure to new technologies and methodologies.

As a local Government owned business, our people are at the heart of what we do our objective being to provide an inclusive environment where everyone can contribute to the progression of our organisation.

We have an exciting opportunity for an energetic, enthusiastic and experienced Service Desk Engineer to join our busy, hardworking team. Our Service Desk provides a technical and professional support service for all IT solutions to 2000 customers, working with state of the art hardware and software. You'll be responsible for carrying out trouble-shooting across the entire range of infrastructure, networks, systems and mobile working services. We aim to ensure that all requests throughout the business are dealt with in a timely and efficient manner, delivering excellent standards of customer service.

Your Experience

You will demonstrate proven experience within:

- Customer Service working within a similar environment
- Understanding of working with ITIL processes
- A good understanding of modern technologies

The Essentials

You will have a proven track record in:

- Understanding of IT infrastructure
- Knowledge of WAN and LAN topology, servers, VDU and storage
- AD administration and working within a Microsoft environment

What's in it for you?

We offer a competitive package which includes:

- Salary from £29,064 to £31,537
- Significant employer contribution to the Local Government Pension Scheme.
- 37 hour working week
- 29 days holiday.

If you feel you have the blend of skills that we require and would like to apply for this role, please send your CV with a covering letter to jayne.coppin@strata.solutions, closing date: Friday 10th July 2026.