

## **2<sup>nd</sup> Line Technical Support Engineer**

**Location:** Knowsley, Liverpool.

**Salary:** £20,000 - £25,000 DOE.

**Contract:** Full time, permanent.

### **About the role**

Working within the Client Services and Technical Support teams, the successful candidate will provide support to internal staff processing and fulfilment of orders, as well as Internal IT Infrastructure support. The candidate will be required to provide excellent customer services to all our clients responding to support requests and resolving technical problems within agreed SLA's.

### **Responsibilities**

#### **Customer Ownership**

- Supports colleagues that directly interface with clients/prospects by removing barriers and soliciting process improvement suggestions.
- Respond to requests/issues/escalations identified by clients and works with the wider team to ensure action plans are developed and issues are resolved.

#### **Administration**

- Provides information to customers by verifying understanding of request; answering questions; offering technical support.
- Initiates service by recording requests and dispatching customer orders.
- Improves quality results by evaluating processes; recommending changes.
- Updates job knowledge by participating in educational opportunities and attending training as required.
- Proactively contacts customer with updates.
- CRM & Case Management
- Entering of deals onto the CRM and partner systems, prior to connection and fulfillment by the team.
- Dealing with general incoming customer queries by telephone and email
- In life order amendments (e.g. DSL and Leased Line regrades)
- Contract generation, order processing and fulfilment
- Quality Control of all Validations, liaising between staff and customers
- Weekly – Activity, Connection reports to be produced and sent to appropriate teams.
- Produce weekly case reports for the Management team
- Pre-Sales opportunity support.
- Any other reasonable duties as requested by their Line Manager, these may include special projects as defined and agreed by the Management team.

**As part of the technical support team within client services this role requires additional and essential demonstrable skills in a number of additional areas for example:**

- Microsoft Office 365 Installation, Migration and post-sales support to customers
- Microsoft Windows Server infrastructure support.
- Microsoft Office 365 Exchange support

- Extensive Network support – (TCP/IP/DNS/DHCP/VPN/VLAN/Firewall and Router configuration and management)
- Second and third line fault diagnosis - Fixed Line, mobile using provider systems
- Mentoring and training other members of the team to enhance their technical skills and capabilities.
- To have in depth knowledge and experience of managing VOIP phone systems to support customers.

**The above responsibilities are indicative of the type of work required and should not be seen as an exhaustive list.**

### **What we need from you**

#### **Experience of the following**

- Microsoft Office 365 and Sharepoint
- Microsoft Windows OS installation and support experience
- Microsoft Office 365 Exchange support
- Extensive Network support – (TCP/IP/DNS/DHCP/VPN/VLAN/Firewall and Router configuration and management)
- VOIP and SIP solutions
- Experience in the use of a CRM/ Job Ticketing system

#### **Skills and attributes**

- Experience in the use of a CRM/ Job Ticketing system
- Ability to work to deadlines whilst retaining accuracy
- Ability to prioritise workloads and multiple tasks
- Excellent communications and interpersonal manner
- Ability to work on own initiative and within small team

**If you feel you have the skills and experience to be successful in this position then apply today!**