

# Technical Customer Service Executive, Maidenhead - Top 3 Managed Cloud Computing Company

## Vacancy Title

Technical Customer Service Executive, Maidenhead - Top 3 Managed Cloud Computing Company

## Salary

£18,000-£25,000 DOE

## iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 350 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

iomart's employees help enable any size of business and organisations to operate their online data and IT environments safely and securely. Our technical staff are experts in public, private and hybrid cloud solutions - including AWS and Microsoft Azure – as well as data centre and network engineering. iomart owns and operates a network of UK data centres connected by a high capacity private fibre network and backed by 24/7 technical support.

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

## Description of Position

You will be one of our Service Desk technical team delivering, managing and developing hosting services during office hours. You will provide support primarily for iomart brands Rapidswitch and Redstation in a 1<sup>st</sup> line support and commercial capacity, although the role can cover all iomart brands as required.

## Primary Role and Responsibilities

### Support

- Work as part of the support service team to ensure we meet our SLA targets
- Liaise with internal/external customers to understand technical requirements and resolve issues as quickly as possible and with minimum customer impact
- Provide on-call support for hosting systems as required
- Resolving customer routine issues via ticket/telephone and escalating support requests whenever necessary
- Managing incoming calls, from sales queries to support issues

### Key Features of the Role:

- Provide 1st line desk support for hosting brands
- Day to day customer communication via telephone, ticketing system, direct email and face to face
- Supporting clients across various iomart brands all around the UK
- Seeking commercial opportunities through supporting clients
- Monitoring networks and servers

- Use of Iomart Support Systems: Deskpro, MyServers
- Ensuring clients are kept informed appropriately
- Liaising with other facets of support to ensure issues are dealt with promptly
- Flagging commercial opportunities to the sales team

#### **What do we offer in return?**

- Free lunch once a month
- ½ Day off on your Birthday
- Breakfast on us every day, including a hot roll on Fridays
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

#### **Training & Development**

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification, our online training portal and our Management and Leadership Development Programme.