1st Line Technical Support Agent, St Asaph - Top 3 Managed Cloud Computing Company

£16000 to £21000 (DOE)

We're looking for a bright and enthusiastic person to join us as a 1st Line Technical Support Engineer to provide quality technical support to our customers. Ideally, you'll have worked in an IT environment or studied IT in college, but we will consider somebody who can prove enough foundational knowledge and who enjoys working with all varieties of tech and applications this an ideal starting point for your career. While qualification is important we value experience and aptitude over all.

The core hours of work are Monday to Friday, 9.00-5.30 pm although flexibility is required. The role is based in our Office St Asaph, North Wales however the successful applicant must be prepared to travel on occasion and is expected to join the on-call rota.

You will work as part of a small team and will also be involved in monitoring and maintaining the servers and systems that deliver our services.   This is very much a hands-on role that will give you the opportunity to develop as an engineer. A high customer service ethic is a key requirement for this role and you will be required to adapt your responses to match our customers' varying levels of technical knowledge.

Main Responsibilities

- Provide excellent technical support to customers with a focus on providing a positive customer experience and shortest time to resolution of issues raised
- Be a technical point of contact for customers via email and telephone and online chat
- Manage tickets & support calls for customers with services on shared, vps and dedicated servers
- Work with other members of the support team to resolve technical issues
- Provide product advice to existing and prospective customers, identifying sales opportunities and escalating as required
- Provide hands on server management and support
- Assist with or carry out datacenter management tasks and perform hardware builds, system builds and upgrades
- Work within the Out of Hours On-Call Rota

Knowledge/Experience/Skills Required
Essential

- Excellent verbal and written communication skills
- A good working knowledge of computer hardware and smart devices.
- An understanding of websites and email
- Ability to manage and organise your time effectively
- A self-starting attitude
- An inquisitive, analytical mind and a desire to learn new skills
- A willingness to become multi-skilled and work with multiple operating systems – no Windows or Linux only people here!
- The ability to be calm under pressure and still work problems though to resolution

Desirable

- An understanding of internet related protocols and standards particularly DNS, SMTP, HTTP and TCP/IP

- Some experience of a Web scripting language (e.g. ASP, ASP.NET, HTML, Perl, PHP etc.) would be an advantage
- Experience with Microsoft IIS and/or Apache
- Vendor qualifications

What do we offer in return?

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Long service benefits
- Breakfast on us every day, including a hot roll on Fridays
- Snacks, drinks and fruit all day, everyday
- Share save and childcare voucher schemes
- Supported training

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 our online training portal and Management and Leadership Development Programme.