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

Salary

£18,000 to £25,000 per annum DOE

iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 400 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.

The Role

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 1st line support and commercial capacity, although the role can cover all iomart brands as required.

Key Responsibilities

- 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

Skills/Experience

- Excellent written and verbal communication skills
- A strong understanding of the industry
- Exceptional customer service skills
- Technically adept and quick learning
- Passionate about technology

What do we offer in return?

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Holiday Trading Scheme – buy or sell part of your annual leave allowance
- Travel Loans - unsecured interest free travel loans to assist employees
- ShareSave/SAYE – buy shares in the company at a discounted rate
- ½ Day off on your Birthday
- Long service benefits – additional annual leave and access to private healthcare
- Snacks, drinks and fruit all day every day
- Breakfast on us every day including a hot roll on Fridays
- We'll shout you to lunch once a month
- Supported training

Training & Development

As you can gather, we have a relaxed and friendly working environment where 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 by encouraging and supporting them to gain and maintain professional and vendor certifications. All of our staff are supported, through training and coaching, to learn our systems and processes enabling them to become a valuable member of the team quickly.