

## **Technical Customer Service Executive**

**Salary - £18,000 to £25,000 per annum DOE**

There has never been a more exciting time to become part of the iomart family, is it time for you to join us?

Currently in our 21st year, the iomart Group continues to go from strength to strength. Within the last 12 months we have reached record numbers in both revenue and headcount, achieving annual revenue of £100 million for the first time since our conception and growing our team to over 400 employees. But we're not finished yet. Over the next five years we have ambitious plans to double the size of our business, increasing our annual revenue to £200 million, and we need the best talent the industry has to offer to help us achieve this.

### **About the Technical Customer Service Executive role:**

Based within the team in Maidenhead, our Technical Customer Service Executives are responsible for delivering, managing and developing hosting services for our customers. Working as part of the Support Team, you will liaise with both internal and external customer to understand technical requirements and resolve issues effectively and within SLAs.

Within the role, our Technical Customer Service Executives are also responsible for managing incoming calls, including sales enquiries and support issues, and providing 1<sup>st</sup> line desk support for our hosting brands.

Communication with customers on a daily basis via telephone, email and face to face meetings, you will also be responsible for identifying potential commercial opportunities and passing information on opportunities to the sales team.

If you have a passion for IT, thrive on providing solutions and are looking for a role which enables you to combine technical knowledge with customer service skills this could be the role for you.

### **The ideal candidate for the Technical Customer Service Executive will have/be:**

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

### **What we can offer you:**

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Supported training and development to help you progress within your career
- Competitive salary
- 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
- 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
- Lunch on us once a month

**A bit more about us:**

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.