

Job title: 1st Line Support Engineer

Are you a talented and enthusiastic IT professional seeking an exciting new opportunity?

We are currently looking for a 1st Line Engineer to join our energetic and progressive support team. If you're looking for your next challenge then this is a superb opportunity to develop your career with a well-established, forward-thinking business.

As an accredited partner of Microsoft, WatchGuard and HP, we offer the chance to significantly increase your skill-set and work with industry-leading tools on a daily-basis. You'll be tasked with supporting SME customers throughout East Anglia.

Purpose of Position:

- Providing a professional, positive and friendly point-of-contact to our customers
- Responding to support incidents and 1st line remediation
- Proactively and accurately monitoring a multitude of different IT systems on a daily-basis
- Ensuring support tickets are completed accurately and to customer satisfaction
- Providing expert technical assistance and a high level of customer focused support

Typical Work Activities:

In this exciting and varied role, you will deliver excellent customer service and produce solutions to a wide range of IT problems, as part of a structured team.

Working with a portfolio of around 300 customers you will administer servers, computers, mobile devices, software and networks, and maintain them to a high level of operational service.

You will be primarily based at our custom-built, modern office in Great Yarmouth. As you develop your skills and knowledge you will get the chance to visit customer sites and provide hands-on assistance.

Necessary skills:

- Strong communication skills and the ability to "think on your feet" and effectively problem-solve
- An analytical and methodical approach to issue resolution
- GCSE Information Technology, English and Maths grades C or above (or equivalent qualifications)

Desirable skills:

- At least 12 months in IT support, predominantly consisting of helpdesk and customer facing experience
- CompTIA A+, N+ or S+ certifications or Microsoft certification such as an MCP (or equivalent)

Please note, this is a permanent position.