



1ST LINE SENIOR SUPPORT ENGINEER

**SALARY: £COMPETITIVE
LOCATION: STAFFORD
HOURS: 37.5 PER WEEK**



1ST LINE SENIOR SUPPORT ENGINEER

The Role Purpose

The 1st Line Senior Support Engineer will sit in our managed services team. Our Managed Services are the focal point of resolving all technical issues for risual customers. In Managed Services we provide first class support to our customers ensuring they are leveraging the benefits of their technology investment.

Duties

- Delivery of customer support in line with the objectives of the team objectives, customer expectations and risual contractual obligations.
- Supporting risual management by providing relevant and timely updates to customer issues.
- Clear and precise communication with customers and risual employees.
- Assist in the technology documentation and generation of risual Intellectual Property.
- Provide point of escalation for support team and customers (possibly out of hours).
- Structured training for further Microsoft accreditation.
- Track record of customer service skills.
- Confidence in all communication methods when speaking to clients and end users.
- Ensure that cases are being escalated between risual teams within internal SLA's.
- Ensure that cases receive daily updates updating end users/customers of progress.
- Ensure that cases are being accurately assigned to customer resolver groups.
- Understand and contribute the capacity requirements of team to be able to deliver a high level of service.
- Reduce negative CSAT/NPS scores received within the team.
- Track engineers workload on a daily basis to ensure that case work is distributed fairly within the team.
- Ensure that all cases are logged accurately within the ITSM system.
- Provide the leadership team within rMS daily updates and commentary on performance within the team.
- Ensure that agreed SLAs with customers are being met
- These include but are not limited to
 - Call Answer Time
 - Call Abandonment Rate
 - First Time Fix
 - Care Response Time
 - Case Resolution Time
 - E-Mail Response Time
 - Web Chat Response Time
- Perform mystery shopper calls within the team to audit the quality of the service and ensure that the service is up to the required standard.
- Identify and spot opportunities for productivity enhancements within the team.
- Ensure that cases are in the correct status within the ITSM tool.
- Ensure that the defined Case management processes are being followed
- These include but are not limited to
 - Case Creation
 - Case Management
 - Case Resolution
 - Case Escalation
- Ensure that the quality of written and verbal communication with customers is of high quality.
- Perform monthly reviews with engineers within the Team.
- Contribute to the development of the team.

2ND LINE SUPPORT ENGINEER – FIELD SERVICE

Specific role requirements and experience:

- Experience of working within a managed service team following ITIL processes
- Experience of working and delivering services within SLA's
- Experience of contributing to service improvements
- Experience of working with a team to drive performance and quality of cases
- The ability to spot opportunities for improvement.
- A detailed knowledge of risual case management processes.
- Excellent organisational skills – being able to manage time across a dual role.
- Strong leadership skills with the ability to motivate, drive and support individuals.
- The ability to develop and maintain excellent working relationships, both internally and externally.
- A passion for delivering excellent customer service.
- Strong time management skills to aid manage engineers workload.
- An excellent understanding of the ITSM system to be able to ensure the quality of the cases is to the desired standard.
- Open to 24/7 shift pattern.

Personal Attributes

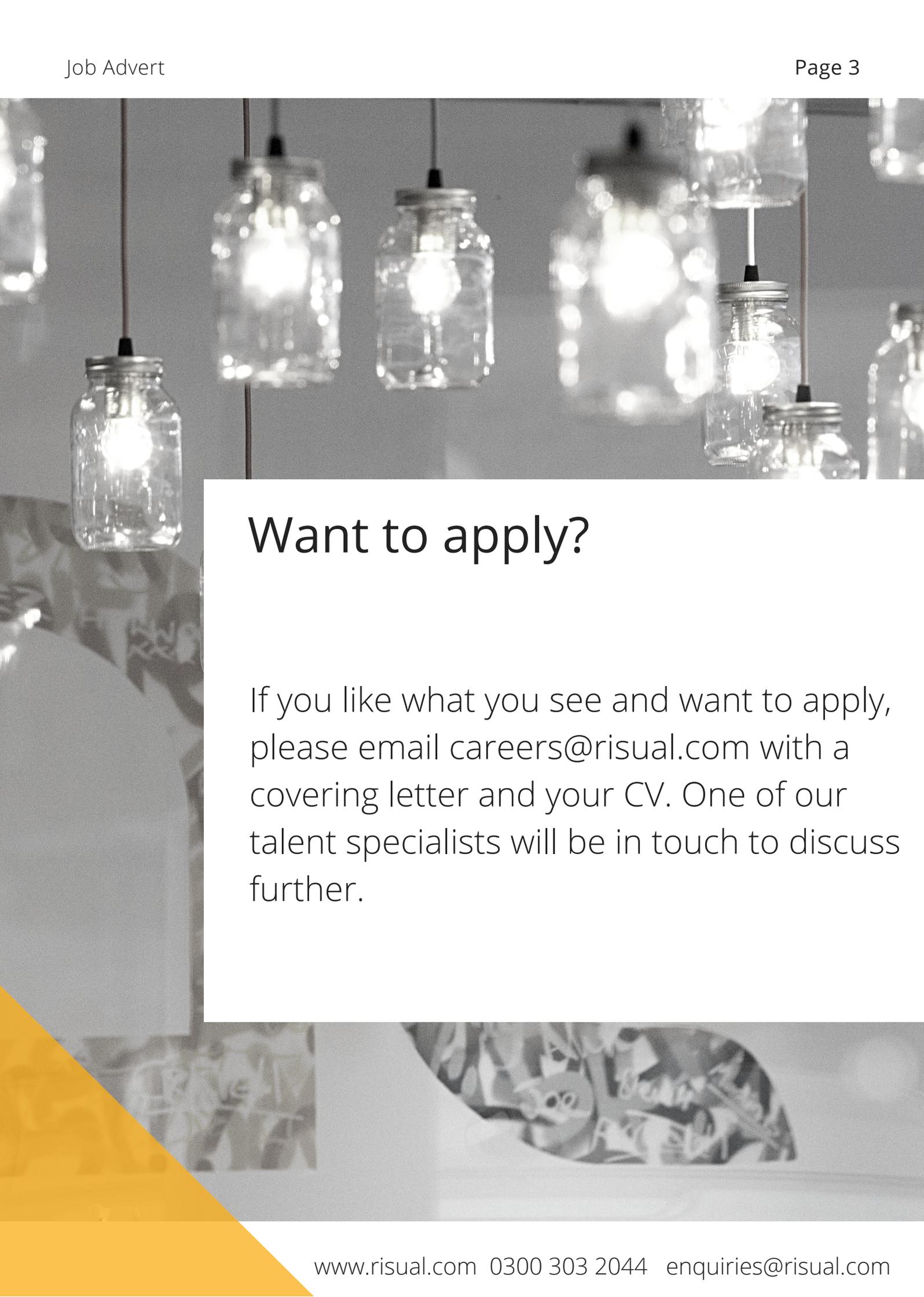
- Driven to hit goals and targets that are presented.
- The ability to communicate fluently verbally and non-verbally with rMS Team.
- Highly motivated to deliver quality outcomes with the ability to remain calm under pressure.
- Excellent personal management skills relating to conduct, timekeeping and delivery against commitments.
- Excellent punctuality skills relating to customer and non-customer engagements.

- Excellent inter-personal skills working in and contributing to small and large teams.
- Assertive and authoritative to drive performance within rMS.
- Contribute to improvements within the rMS division.

Essential Criteria

To be successful in the role, you must be able to demonstrate the following skills and experience:

- Must hold or be able to successfully achieve and maintain NPPV3 with SC.
- Able to evidence excellent customer service skills.
- Possess a passion for IT and keen to progress.
- Knowledge of the ITIL ServiceDesk environment.
- Excellent and demonstrable documentation ability, for both technical documents and customer communication.
- Follow policies, procedures and controls including the risual call workflow.
- Work to strict SLA's and ensure case information is correct and current.
- Working knowledge of Windows 11 and 10 Operating Systems.
- Solid understanding and ideally qualified in extensive use of Office products including Word, Outlook, PowerPoint, Excel.
- Minimum of 2-3 years 1st Line Service Desk experience.
- Experience in working with 3rd parties and triaging.



Want to apply?

If you like what you see and want to apply, please email careers@risual.com with a covering letter and your CV. One of our talent specialists will be in touch to discuss further.