

2ND LINE SUPPORT ENGINEER

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



2ND LINE SUPPORT ENGINEER

The Support Engineer role would sit in the risual Managed Services team. The role of risual Managed Services is to:

- Provide the customer facing interface for support queries into risual
- Co-ordinate support queries and requests
- Working in conjunction with 1st and 3rd line teams to provide a cohesive experience for clients
- Maintain knowledge base for all encountered issues
- Expected to escalate within a timely manner to the 3rd line support team if required
- Update customers on all stages of support calls, from logging, research, action plan, escalation to resolution
- Publish customer facing technical information such as best practice guides, FAQ's, etc. (excludes consulting engagement documentation)

Specific role requirements and experience:

- Delivery of customer support in line with the objectives of the team objectives, customer expectations and risual contractual obligations
- Communicating internally and externally support issues, escalations, and action plans to resolve customer issues
- 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 and as part of a 24/7 shift pattern)

Essential Criteria

- Must hold or be able to successfully achieve and maintain NPPV3 with SC
- A minimum of 2 years Support Engineer experience with Microsoft technologies
- 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
- The ability to work under their own initiative, as part of the team knowing when to seek guidance and take technical responsibility
- Ability to work on own and work to project time lines
- Follow policies, procedures and controls including the risual call workflow
- Working knowledge of basic system administration for SQL Server
- Understanding of cloud technology
- Specifically relating to hosting servers for both Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) with a view to server migration taking place in the future

Personal attributes:

- Excellent self-driven time management skills applied when delivering support services
- Highly motivated to deliver quality outcomes with the ability to remain calm under pressure
- Excellent communication skills at all levels
- 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 both client facing and internally within risual
- Assertive and authoritative in communicating and resolving customer support incidents
- Contribute to new ideas for support and managed services



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.