

Job Title: Technical Support Engineer

Location: Lutterworth, UK

Reports to: Head of Customer Success / Customer Support Manager

Work Conditions: Hybrid working, minimum 2 days in the office (some working hours may be remote working from home), rota-based working hours, on-call rota coverage

THE ROLE

We are seeking an intelligent, highly motivated Technical Support Engineer with excellent troubleshooting and communication skills to join our support team. The ideal candidate is a proficient problem solver, self-directed and passionate in providing exceptional customer service. This is a terrific opportunity to join a successful company, in a role supporting our international client base and offers exposure to a variety of different technologies.

RESPONSIBILITIES

- Logging and answering both technical and functional queries for international partners and customers
 - Analysing and resolving application problems in complex, multi-tier customer deployments, often with no direct access to the affected system
 - Participate in rota providing office cover from 8:00am to 10:30pm, Monday to Friday and out of hours on-call cover 24x7x365
 - Identifying and reporting defects in our application code, and managing fixes through Development
 - Documenting solutions to grow our knowledge base
 - Making recommendations on areas of process improvement
 - Suggesting and adopting ways to improve the overall customer experience
 - Providing internal feedback on our products from a customer and technical perspective
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KEY SKILLS AND EXPERIENCE

- BSc in Computer Science or equivalent relevant technical qualification, or professional work experience in a support function, ideally externally within a software company
- Experience of using case management tools
- Experience of using Virtual Machines
- Experience of multi-tier application support in a Microsoft environment, including:
 - IIS
 - TCP/IP
 - MS SQL and MS SQL Server
 - Azure
 - Active Directory/LDAP
 - COM/DCOM
 - PKI
- Exceptional analytical and troubleshooting skills
- Strong written and verbal communication skills

- Able to multi-task and prioritize effectively
 - Experience of some the following would be advantageous:
 - Entra
 - Certificate Authorities
 - Smartcards and Middleware
 - Firewalls
 - Scripting languages and/or Development
 - Mobile app support and technologies
 - Salesforce administration desirable
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GENERAL REQUIREMENTS

- Must be customer facing and enjoy working with partners and customers
- You will possess strong communication skills
- Able to work effectively alone and with others within own and wider teams to achieve successful resolution of customer's issues in a timely manner
- Driven and pro-active, with a can-do attitude
- Self-motivated, working with a minimum of supervision
- Willing and able to undertake rare international travel, if required, in carrying out Support duties
- Eligible to obtain UK security clearance