

Tier 2 Support Engineer

Background

As part of the Becrypt Managed Services strategy, we are looking to recruit a Customer On-Site Support Engineer. You will provide 2nd line technical support and expertise. You will report to the Customer Support Team Lead and the Customer Operational Architect for technical direction and guidance.

Location

This role will be split between Becrypt Head Office in Victoria, London and customer site in Vauxhall, London.

Package

Attractive package based on skills and experience

Key Responsibilities:

- Act as the primary on-site technical support contact for the client
- Accurately log trouble tickets in Becrypt ticketing system
- Ensuring that a high level of customer service and support is provided
- Providing assistance and support to colleagues in IT related matters
- Providing assistance as required to the Customer Operational Architect
- Escalating problems where necessary to management or third party suppliers
- Undertaking small to medium-sized IT projects as instructed by the Customer Operational Architect

Duties and responsibilities:

- Diagnosing and resolving technical issues on your own and as part of a team
- Assist with troubleshooting and resolving infrastructure issues
- Handling escalated calls from first/second line members
- Provide support to users via telephone, email and remote control
- Confident, clear and professional telephone manner
- Log calls via the helpdesk call logging software
- Excellent written and verbal communication skills
- Keeping documentation up-to-date

Capability:

- Ability to multitask, prioritise tasks and work well under pressure.
- A genuine interest in technology and a willingness to learn.
- Proactive and works well as part of a team or alone.
- Exposure to, and support of, cloud based services:
 - Microsoft Office 365
 - Microsoft Azure
 - Microsoft InTune
 - Amazon Web Services – EC2, S3

Package & discretionary benefits:

- 25 Days annual leave
- Private medical insurance (including travel insurance and 'Vitality' health benefits)

- Pension scheme
- Life cover 4 x salary
- Season ticket loan
- Salary exchange benefits (ride2work, pension)
- Employee referral scheme

Security clearance:

You must at least hold SC Clearance for this role or be willing to go through SC Clearance