

We're looking for a...

Tier I Customer Support Engineer

We are looking for a driven and customer focused individual to join our Customer Support Help Desk team. You will provide 1st line technical support and expertise. You will report to the Customer Support Team Lead.

What will you do?

- # Act as the primary contact for all clients and partners reporting technical problems via email, telephone and web
- # Accurately log trouble tickets in Becrypt ticketing system, escalating to Tier II if necessary
- # Perform initial debugging and testing of issues and resolving those which do not require escalation to Tier II
- # Managing Becrypt customer and partner records as and where applicable
- # Sending out customer and partner alerts and notifications where applicable
- # General administrative tasks for the customer support team
- # Advising Clients and Partners on our products and customisation
- # Any other reasonable duties as required by the business

What do you need to know?

Essential

- # Previous Technical Customer Service Helpdesk experience
- # Excellent written and verbal communication skills
- # Strong Knowledge of Networking
- # Competent with Microsoft Office 365
- # Proven technical problem solving skills
- # 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
- # Enthusiasm and willingness to learn

Desirable

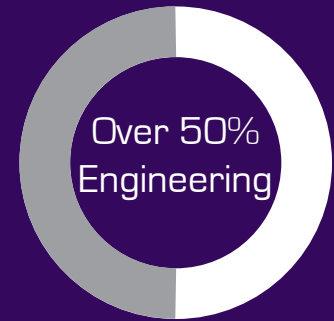
- # Educated to A-level's or proven relevant experience
- # Understanding of Microsoft Windows Operating System and exposure to Linux
- # An aptitude for diagnosing problems remotely
- # Be willing to undergo Government security clearance if required
- # Exposure to Azure and AWS

#becrypt

Established in
2001



50 
person company



 **Zero**
offshore development



Central Location



5% PENSION
CONTRIBUTION



HEALTH
CASH PLAN



PRIVATE
MEDICAL



25 DAYS
HOLIDAY



CYCLE
SCHEME



FOOS
BALL

Find out more:

