

## Job Description

### First Line Customer Support Engineer – Ref:

1. **Job Title:** First Line Support Engineer
2. **Reports to:** Customer Service Manager
3. **Based:** Westerham, Kent
4. **Staff Responsibilities:** None
5. **Job Objectives:** Provide quality first line telephone and e-mail support to direct customers and re-sellers.

**6. Responsibilities:**

- Providing Helpdesk/Web support through email tickets and telephone to direct customers and re-sellers providing Helpdesk/Web support
- Ownership and management of all calls taken, including responsibility for the resolution, escalation and final call close
- Logging of calls taken and provision of 1st level technical support
- Create FAQs and supporting customer help documentation
- Operation of the customer provisioning system
- Training of customers and re-sellers via on-line training aids
- Occasional requirements to work with QA in testing new software
- Provision of sufficient information to 2<sup>nd</sup> line support

## Person Profile

### First Line Customer Support Engineer

#### ***Education:***

**Essential:**

- Maths and English GCSE, C grade or above or equivalent educational grades.

#### ***Experience***

**Essential:**

- You may have previous experience of working within a helpdesk environment or have worked in a customer service environment but have a strong technical knowledge. Daily responsibilities will include logging calls and providing basic 1st level support

**Desirable:**

- Customer call centre environment
- Helpdesk support

#### ***Skills***

**Essential:**

- Microsoft Windows XP and Office 2003 Suite
- Have excellent communication skills and telephone manner

**Desirable:**

- Knowledge of the Linux operating system
- Knowledge of email products and services
- Solid knowledge of network infrastructure
- Good writing skills

#### ***Personal Attributes***

**Essential:**

- Self starter able to make progress with minimal supervision
- Ability to work within a team environment with good communication skills
- Mindful of attention to detail
- Able to prioritise and work within tight time scales in order to meet deadlines
- Can accept and act upon constructive criticism

**Desirable:**

- Able to work under pressure
- Flexible approach to work

## ***Personal Circumstances***

### **Essential:**

- Due to the nature of the companies services, the jobholder must on occasion, be willing and available to work extra hours if the needs of the company require it
- Present an acceptable appearance at all times
- Live within commuting distance of Westerham, Kent. Position would ideally suite a car owner.
- To apply for this position please contact [jobs@emailsystems.com](mailto:jobs@emailsystems.com) quoting job ref in subject heading and we will send you out an application form