BIT Solutions

Premier support, individually tailored

Job Description: Junior Support Engineer

Company Overview

BIT Solutions, founded in 2008, is in the process of establishing itself as a leading provider of cloud and on premise IT solutions throughout the South East of England. Having grown almost exclusively by word of mouth and recommendations we now support a diverse range of clients.

At the core of our business we design, install and maintain both on premise and cloud based IT solutions. We believe in being a true IT partner for our clients by providing IT strategies and solutions, using the latest technology, to solve the complex and demanding needs of modern business.

Our approach to the delivery of IT services and solutions is why we now look after a broad mixture of clients ranging from small five user companies to large enterprises, many of which are multimillion pound turnover businesses. To this day we are still committed to our founding philosophy of "Premier support, individually tailored".

The products and services we offer our clients can be split into the following five categories:

- Enterprise Cloud Solutions
- IT Consultancy Services
- Monthly Support Plans
- Managed Services
- Hardware & Software Supply

The Position

The post holder will provide IT expertise across all aspects of our business with a strong focus on the support of our client's IT infrastructures, as well as providing the Managing Director with support when necessary. The post holder is responsible for the resolution of day to day IT support issues reported by our clients and the completion of IT consultancy work both on a project by project basis or as part of a full-time assignment based on a client's site.

The position provides exposure to a broad range of IT related projects and activities. Training will be provided to ensure you develop your knowledge to carry out the tasks asked of you.

In addition, the post holder will assist with administrative and operational activities for the business including project work, marketing, communication with external stakeholders, order processing, writing procedures and policies and accounts operations.

Responsible to

This role reports directly to the Managing Director & Solution Architect (Sam Prior), with day to day management from the General Manager and Support Manager.

Duties and Areas of Responsibility

- Answer telephone calls and emails from our clients reporting IT issues and log them on our support desk call management system.
- Provide 1st and 2nd line support to our clients by resolving IT issues primarily using remote control technologies and where necessary with a site visit.
- Assist with administrative and operational tasks as directed by the Managing Director.
- Ensure that our Support Charter is followed and implemented at all times.
- Document the resolution of IT support issues within the client's documentation file (where appropriate) and on our internal knowledge base (where appropriate).
- Develop client documentation so that it is accurately maintained and can be used to assist in supporting the client. This should include developing Standard Operating Procedures (SOPs) such as a new user process, leaver process and PC build guide.
- Perform regular checks of our client's IT infrastructures to ensure their systems are proactively managed therefore preventing problems before they occur.
- Ensure clients IT infrastructures have the latest updates applied and address any security vulnerabilities.
- Undertake IT consultancy and project work including the setup and configuration of new equipment.
- Ensure ownership is taken of client problems and be proactive in resolving these issues.
- Ensure business, operational and technical procedures are documented.
- Ensure the Managing Director is aware of any serious support issue which is having a significant impact on a client.
- A professional, friendly and polite attitude must be given always.
- Communicate customer feedback and concerns to the Managing Director.
- Escalate more complex IT issues to the relevant IT support member when necessary.

Other

- Prepare documents, meeting materials and correspondence when required.
- Perform basic administrative support duties as required to meet specific operational objectives.
- Perform miscellaneous job-related duties as assigned by the Managing Director.
- Work extra hours to meet deadlines, as required and where reasonable.
- Provide assistance as required to the Managing Director.
- Ensure that a high level of customer service and support is provided at all times.
- Adhere to service management principles.

Special Requirements

- Adhere to company protocol as laid out in the Company Handbook.
- Additional responsibilities as requested by the Managing Director.

Statement

This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the company.