SUPPORT ENGINEER

About Bit Solutions

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. We are an innovative, vibrant and fun company that is always busy and has a great team who work extremely hard together to ensure the needs of our clients are met.

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.

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

On a day-to-day basis the role 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 Support Manager with support when necessary. You will be 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.

We are looking for someone with the following characteristics:

- A self-starter with strong inter-personal skills.
- A good logical mind with the ability to identify and troubleshoot issues.
- A team player who likes to be involved and be part of a team who work very hard for our clients and one another.
- Strong organisation and time management.
- Be trustworthy and honest.

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Renumeration Package

We are, and always have been, steadfast in the believe that people are the most important ingredient in any successful business. There is no doubt that a large part of our success is due to the very talented and diverse team of people we have at Bit Solutions. Therefore, we offer a competitive renumeration package including:

- Competitive salary based on experience, qualifications, and length of service.
- 20 days holiday plus bank holidays. We also give our team annual leave between Christmas and New Year, typically adding another 3-4 days leave per year.
- Comprehensive private health care and cash plan (allowing you to claim for everyday expenses such as opticians, dentistry, etc).
- A day off on your birthday each year!
- A comprehensive training and development programme with substantial yearly investment by the business and incentivised targets.
- Workplace pension scheme.
- Regular team and companywide social events.
- Great variety of work with clients of all sizes and all needs.
- Modern and relaxed office facilities in beautiful rural Hertfordshire.
- Time Off In Lieu (TOIL) scheme to give you greater flexibility with your personal life.
- We supply all our team with the latest IT equipment to enable them to complete their job, including a great deal of flexibility on the selection of their equipment.
- Flexible dress code and working arrangements.
- Annual performance and salary review, including Christmas bonus.

Some benefits are subject to the completion of your probation period.

Reports to

This role reports directly to the Support Manager and Support Team Lead on a day to day basis.

Duties and Areas of Responsibility

The duties and responsibilities of this position are dynamic and varied. Therefore, you must be a positive, self-starter who can adapt as required to ensure the needs of our clients are met. Primary responsibilities include:

- 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.
- 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).

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- 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.
- For permanent on-site assignments carry out the tasks assigned to you, by any authorised individual, in a professional and courteous manner.
- 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.
- Answer questions from customers and prospective customers about the services and products we offer which may improve their IT infrastructure.
- 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 and General Manager.
- Work extra hours to meet deadlines, as required and where reasonable.
- Provide assistance as required to the Managing Director and General Manager.
- Provide assistance, guidance and training to colleagues in IT-related matters.
- Ensure that a high level of customer service and support is provided at all times.
- Adhere to service management principles.
- Be willing to undergo, and maintain, an Enhanced Disclosure and Barring Service (DBS) check. This is primarily to provide support services to our educational clients.

Special Requirements

- Adhere to company protocol as laid out in the Company Handbook.
- You must have a full UK driving license and car (mileage reimbursed).

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- Additional responsibilities as requested by the Managing Director and General Manager.

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.

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