

## Support Engineer

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| Reporting to | <b>Head of Support Services</b>        |
| Location     | <b>No.1 Spinningfields, Manchester</b> |
| Contract     | <b>Permanent</b>                       |
| Package      | <b>Competitive salary + benefits</b>   |

### Work with us

At Nomical we pride ourselves on our creative and scalable solutions. From cloud to connectivity to collaboration, we develop and support a spectrum of bespoke, cutting edge tech across a broad range of industries. Founded in 2006, we continue to grow and innovate. At the end of the day, we love modern tech and we love making our customers happy.

### What it's like to work here

We love what we do and embrace constant change, even if that means breaking our own mould (especially when it means we get to tinker with new toys!)

We're a diverse bunch with many different backgrounds, interests and perspectives. We believe this is what makes us strong as a team and ultimately successful.

Our HQ is in one of Manchester's newest buildings, No.1 Spinningfields. It's a vibrant office with plenty of break out areas so you can find your ideal work environment, whether that's at a desk or on a sofa. We even have a barista on site for all your re-fuelling needs.

If you consider yourself a doer, an eager learner and you are kind and thoughtful in everything you do, then we could be a great fit and we want to hear from you.

### Your role

Our Support Services team provides a complex mix of both customer and technical support for a range of technology products and managed services including hosted infrastructure services, connectivity, networking, a range of collaboration solutions, bespoke solutions and associated end-user support. Working as part of a dedicated team and with a passion for providing and promoting outstanding customer service at all times, the Support Engineer is a senior member of this team providing direct assistance to customers, as well as acting as an escalation point for colleagues on technical matters.

Your role will involve:

- ▶ Delivering a friendly and efficient service with an uncompromising focus on exceptional customer service
- ▶ As part of the Support Services team, being first point of contact for inbound customer calls/emails received into the Support number/inbox. Providing day-to-day support to the end-user base
- ▶ Managing customer queries and providing advice, ranging from general queries to answering more specific technical questions
- ▶ Ensuring resolution of any open tickets is managed in a timely and efficient manner
- ▶ Information gathering, qualification and prioritisation of new service requests
- ▶ Logging relevant information onto the internal help-desk system
- ▶ Manage and pro-actively ensure that timely and appropriate updates are communicated back to customers
- ▶ Support requests including for addressing and network basics, network and login troubleshooting and password resets
- ▶ Being a point of escalation for complex technical cases and undertaking technical “deep-dives” to identify root causes and create and manage the implementation of solutions
- ▶ Actively contribute as part of incident response teams, both technically and organisationally to ensure speed and integrity of solutions
- ▶ Proactively suggest configuration enhancements and automating processes for customers and our internal tools
- ▶ Provide guidance and advice to less experienced colleagues to ensure the continued development of the team
- ▶ Actively contribute to knowledge base documentation by proactively writing / reviewing necessary articles
- ▶ Compliance with internal policies and procedures
- ▶ Administration of internal systems e.g. setting up new customers and users etc
- ▶ Actively drive pre-sales technical activity for prospective customers, working closely with colleagues in the Sales & Marketing team, advising customers and gathering requirements
- ▶ Build strong customer relationships, through our Account Management structure, ensuring that their needs are met and expectations appropriately managed

## What we need from you

### Customer Service

- ▶ Highly customer centric with a passion for providing excellence in customer service
- ▶ Polite, clear and pleasant telephone manner with an ability to convey a smile over the telephone

- ▶ Strong interpersonal and communication ability; tactful, diplomatic and sympathetic when dealing with customer problems. Shows empathy with customer issues
- ▶ Experienced and confident communicator, both from a verbal and email perspective
- ▶ Logical mindset and ability to extract relevant information from a caller
- ▶ Experience of working within a busy customer service environment in a technical service provider role
- ▶ Experience in using help-desk software
- ▶ Flexibility to assist and manage out of hours support cases as required in support of customer's business needs is required.

### **Technical Skills and Experience**

- ▶ Excellent troubleshooting and resolution skills, with a logical approach to problem solving
- ▶ Knowledge of the ITIL framework
- ▶ Significant experience managing a virtualised hosting environment
- ▶ Significant experience of Windows Server configuration, administration, and troubleshooting
- ▶ Significant experience of configuring and managing networks, firewalls, routers and switches
- ▶ Experience and in-depth knowledge of managing Active Directory environments
- ▶ Experience of installing and configuring Microsoft Windows
- ▶ Proficient in the use of Microsoft Office
- ▶ Knowledge and experience of macOS (and previous versions of OS X) is an advantage
- ▶ A genuine interest in IT generally and good knowledge of current trends
- ▶ Strong desire to extend own experience and knowledge to the forefront of technology. A willingness to learn and not be afraid to get involved in unfamiliar areas of technology

### **Other Skills and Qualities**

- ▶ The ideal candidate will be a bright and enthusiastic individual who is dedicated to achieving great results
- ▶ An intelligent self-starter with a keen eye for detail and the ability to work on your own initiative or as part of a team, as required
- ▶ Ability to prioritise work load efficiently
- ▶ Proactive and forward-thinking approach. Ability to think laterally and possess a strong problem-solving capability
- ▶ Ability to work as part of a close-knit team. Confident and with the ability to interact with other members of the team as well as senior management
- ▶ Ability to question existing processes and provide input to improve where necessary

- ▶ Ability to take initiative and ownership. If it needs doing, you do it
- ▶ Attend customer sites as required, potentially including overnight stays
- ▶ Full clean driver's license

This is a fantastic opportunity for an ambitious individual who is looking to grow, and work within a dynamic company with forward thinking colleagues.

## **How to apply**

To apply for this position, please send us an email at [jobs@nomical.com](mailto:jobs@nomical.com) and include a copy of your CV.