

# IT Support Engineer

## VPW Systems (UK) Ltd (Exeter, Devon)

### About our Business:

VPW provide Small Business IT services to an ever growing range of customers in different industry sectors. From Education to Accountancy and just about everything in-between, we support and cater to companies with all kinds of IT need, from simple support to fully managed Cloud Technology. We've been operating for over 15 years, and have a comprehensive portfolio of services that customers can take individually or as part of a large contract. We're based in the city centre in Exeter, with excellent transport links nearby being just 5-10 minutes from major transport hubs.

### What we're looking for:

We're looking for someone to join our Technical Support & Provisioning Team to work providing Technical Support to our Business to Business customer base, and assisting with new product and service provisioning. The role will involve a variety of tasks and responsibilities and as a small business you'll need to be flexible in your approach and willing to juggle the different demands on your time to successfully meet customer requirements.

The role would suit someone who either has some experience of this type of work where you're supporting small business customers – for example Desktop Support, Small Server support, Networking, Troubleshooting and similar routine support, and wants to expand the knowledge and expertise they have, working with more senior staff to become a specialist.

Alternatively if you haven't got much experience but have a keen interest in this type of role, you might wish to apply as a Junior Technical Engineer, and in this remit we'll help you develop your skills and in return you'll need to work towards achieving a qualification – for example a Microsoft MCSA or similar to prove your capability. You'll be considered on equal terms as we may choose to employ more than one candidate at either level in any case.

### In the role, you'll be expected to:

- Setup of computer systems, servers, networks and services that customers order in accordance with our existing procedures and processes, to the expected standard we require.
- Take calls and log incidents on our technical helpdesk, ensuring the correct priority is assigned to jobs and that you take ownership and follow cases to conclusion or to a point where it is handed over to a more senior engineer where required.
- Providing "first line" technical assistance to incoming queries, resolving queries where possible, or escalating to senior engineers. Acting as a primary point of call for new queries that can avoid poor use of more limited engineering resource elsewhere.
- Providing assistance to the senior engineers with larger projects – helping setup systems and services, taking care of aspects of the installations enabling better use of engineering team resources.

- Configuring accounts, logins and infrastructure that is used by customers, from E-Mail Services and Web Hosting to Remote Access and Connectivity Services.
- Calling customers to diagnose issues, confirm resolution of issues or otherwise communicating progress reports
- Performing “on-site” installations and works on customer premises.
- Working with company procedures and processes, including some review and procedure writing – either changes to existing processes or working to document new procedures as technology and services develop, or in response to changes in customer demand.
- Take calls from customers and suppliers, directing them to the appropriate people/team

### **This role would likely suit you if...**

- You’re confident and outgoing and enjoy talking to and getting to better understand customers, problems, challenges and evolving requirements, but can equally communicate clearly where issues arise that require the customer to take action or responsibility for an ultimately successful outcome
- You understand how to talk to a variety of customer types – from Directors and senior decision makers to junior employees and provide them with clear help and assistance as required
- You’re passionate about providing excellent customer service within a support role, want to understand the unique needs of individual customers regardless of the organisation size and purpose
- You are an expert at juggling conflicting demands – from internal and customer sides alike, and can manage your time and limited resource effectively to ensure all parties are properly dealt with and customers are satisfied.
- You enjoy technology to a point where you’ll be actively involved in coming up with, suggesting and where required making changes and enhancements and developing improved options that make systems more efficient and life better for customers as well as the support team.

### **You must:**

- Have a driving license as you’ll need to visit customer premises
- Have the right to work in the UK
- Be able to clear a Enhanced DBS check [Required due to the nature of some client business types]

### **Where & when you’ll be working...**

You’ll be working in a small friendly team in our city centre offices in Exeter.

### Staff Benefits:

Our staff benefits include:

- A Company Pension Scheme (including a company contribution)
- Childcare Vouchers scheme
- Reduced cost telephony and broadband services for personal use

### Salary & Other:

- *Salary:* You'll receive a basic salary of between: £18,000 and £22,000 depending on current experience and attributes that would make you the perfect fit for the company, which will be reviewed as the role develops. Salary based on full time 9-5, Mon-Fri – although it is possible hours will be varied – for example 8am-4pm or 10am-6pm in future. If you are applying for a Junior position the salary range will be £15,000-£16,500 initially with an uplift upon completion of training or qualification.
- *Bonuses:* You'll be eligible for staff bonuses based on company performance
- *Dress Code:* Smart, but Casual. Company Polo/T-Shirt and similar provided, but we don't wear suits and aren't a stuffy organisation – and neither are our customers, so we don't want or expect you to wear them either.
- *Holidays:* You'll receive 24 days of annual leave per year, in addition to Bank/Public Holidays.