



Technical Support Engineer. Job Description.



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This job description sets out the scope of the role Technical support engineer at Fresh Egg, together with the main duties of the post at the date when it was completed. It does not include or define all tasks which the post holder may be expected to carry out. Duties may vary from time to time without changing the nature of the post or the level of responsibility. The post holder may also be required to carry out any other duties as required by their line manager.

1. Reporting to

Senior Technical Support Engineer

2. Scope of role

To provide a high level of technical support across the company, both to internal customers and to external customers. To continually innovate in order to ensure the department is offering the best level of service in terms of services and equipment.

3. Main responsibilities

Internal Technical Support

- To provide desktop support and general configuration of software
- To provide network support and general configuration
- To perform low level administrative duties (i.e. Domain Renewals \ SSL Certificate Renewals)
- To perform medium level operational duties (i.e. File Backups \ Licensing)
- To provide staff and clients with server support and general maintenance
- Ensure that all internal IT helpdesk requests are actioned
- Achieve KPI's for IT/Helpdesk outputs
- Assist with the testing of internal applications and projects

External / Client Technical Support

- To deal with customers in an empathic and technically effective manner
- To provide external client support via telephone and email
- Deployment of new customer websites
- Provide technical assistance as required for new client projects

4. Key skills and experience

- Experience of customer orientated environment
- Knowledge of Citrix virtualisation platform
- Knowledge of web servers (IIS and Apache)
- Experience of Microsoft Active Directory, DNS, DHCP, Exchange and File Servers
- Experience of managing MySQL and MSSQL Databases
- Knowledge of VoIP technologies
- Relevant technical experience
- Ability to liaise with customers in an empathic and technically effective manner
- Excellent communication skills with the ability to provide advice to non-technically aware customers (either internally or externally)
- Excellent telephone manner
- Ability to work well within a team as well as on own



5. Key behaviours

- Bright, motivated and driven, with a thirst for digital knowledge.
- Business focused
- Customer focused
- Personable
- Enjoy knowledge sharing and networking.
- Enthusiastic, analytical, creative, innovative and confident.
- Reliable, flexible and cooperative.