JOB OVERVIEW

Job Title: Helpdesk Engineer
Location: Remote & Travel to customer sites (generally within South Wales)
Report To: Head of Service Delivery
Working Hours: 37.5 per week / Full Time
Salary: up to £24,950

ABOUT ATG

ATG was launched in April 2022 and due to significant and sustained growth we are looking to recruit a highly motivated Helpdesk Engineer to join our growing team. Offering managed services to customers primarily within South Wales, we are looking for somebody who shares our values on delivering customer service excellence. We are a proudly progressive organisation that is passionate about investing in our team to develop skills and professional development. Joining ATG at this exciting time in our journey will give the successful candidate every opportunity to grow with our business and to develop a long and prosperous career with ATG.

Due to the nature of some of our customers the successful candidate must be willing to undertake a DBS check.

JOB RESPONSIBILITIES

- The first point of contact to end users with a real focus on providing customer service.
- Triage incoming emails and tickets raised via the portal efficiently and effectively.
- Provide technical assistance to diagnose, resolve and escalate relevant team members.
- Ensure all tickets are fully updated, categorized, assigned, and managed within strict SLA's.
- Document investigation notes and the steps taken to resolve IT Issues.
- Collaborate with other technical teams as necessary to expedite resolutions.
- Manage your own workload and be willing to be flexible to help others with their workload when required.
- Provide efficient and effective remote support while working from home.
- Provide onsite support to our customers where required.

PERSONAL CHARACTERISTICS

- Being calm and confident with the experience to confidently deal with customers efficiently and effectively.
- Excellent communication skills (ability to explain issues clearly and simply, both verbally and in writing).
- Driven and always looking for ways to improve.
- Empathetic and patient, being able see the impact of issues through the eyes of our customers.
- An ability to build a rapport with customers.
- Logical and analytical, with a methodical approach to problem-solving.
- Persistent and resilient under pressure, with a good sense of humour.
- Strong team-player and willing to take ownership and accountability of tasks outside of your core role.
- Self-motivated, resourceful, and keen to learn and share knowledge.
- Excellent administrative and organisational skills

ESSENTIAL SKILLS

- Experience supporting Windows 10, 11 and Mac OS.
- Experience with the Microsoft technologies such as Active Directory, Office 365 applications, etc.
- Experience with configuring, installing, and supporting desktops, printers, etc.
- Experience with diagnosing desktop and laptop hardware faults.
- Understanding of networking, TCP/IP, DNS, VPN, DCHP etc.
- Experience dealing with 3rd party vendors to investigate and resolve issues.
- Over 2 years' experience working in a technical customer support role.

Would you like to be part of our team?

If so, please send your CV to **careers@archertech.wales**