SPITFIRE®

VOICE ● INTERNET ● DATA

Support Technician

Training Programme

Overview

As one of the UK's most established and experienced providers of telecoms and IP engineering solutions for business, Spitfire represents an outstanding place to build your career in technology and telecoms. We believe that all of our staff have a critical role in the success of our business and we are dedicated to the growth and development *of* our employees as individuals and professionals*.*

In Spitfire Support our relationship with customers is based on communication, accuracy and cooperation. It is our aim that Support Technicians (STs) be responsible for the full customer experience when a support case is raised. From the logging, to the resolution and closure, the same ST should be driving the case in the right direction whilst ensuring that customers are kept informed in line with the Spitfire Service Level Agreement (SLA). Our STs have a keen interest in problem solving and identifying the root cause of any issue. By giving our STs full user access across our network, and encouraging an environment where questions are welcomed, we believe these goals are achievable.

Ongoing development is a key part of our culture and all Graduates are expected to possess a strong willingness to learn. STs are provided with an excellent training programme through which they are constantly challenged to learn new things and mature their knowledge of modern communications technology. Employees are encouraged to invest in their own learning and development, and everyone who joins us has the opportunity to obtain widely recognised engineering qualifications.

What will I study?

Successfully managing a queue of support cases in the active environment of the Support Desk requires an appetite for learning new concepts. Within the first few weeks you will undertake the comprehensive Support Department Training Programme which is run alongside our Graduate Training Programme. You will also benefit from in-house training by our IP Engineering team in order to provide a solid understanding of the products we provide, such as Fibre Ethernet and VoIP solutions. In addition, there will be the opportunity to engage in inter-departmental training enabling you to understand how the different departments within Spitfire work together for the customer. Our training programmes have been specifically designed to equip you with the necessary skills and knowledge to troubleshoot and resolve a variety of faults.

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Qualifications

As part of the ongoing learning at Spitfire every employee is provided with the training and resources to pass the widely recognised Cisco exam CCENT. Once achieved members of the Support team are encouraged to attain further Cisco qualifications enabling them to keep up to date with industry technology and continue to fully embed what they have already learnt. With training given by the IP Engineers, STs can expect to pass the associated CCNA and CCNA Security exams, as well as the potential to look into other more specific qualifications recognised within Industry.

How long will it last?

Training at Spitfire never stops and our employees will continue learning throughout their career. Internal and external training courses are delivered upon completion of the set training programmes to enable you to deepen your knowledge of the services that we provide.

Do I need a degree in engineering or technology?

No. The team in Spitfire Support have graduated in a range of different disciplines from Classics and Psychology to IT and Computer Science. Graduates should have an interest in technology and telecoms, a willingness to learn and a genuine desire to help people.

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