

## Support Technician

### Job Description

Spitfire was founded in 1988 in London; the company is an award-winning Internet and Telephony Service Provider specialising in providing Telecoms and IP Engineering Solutions to a range of small and medium sized businesses across the UK. Spitfire is an owner-managed business with its own core network infrastructure and established offices in London and Birmingham. Spitfire has grown from a start-up to a business with a £23m turnover, over 5,000 business customers, and 100 members of staff.

We are currently seeking a **Support Technician** to join our Customer Support Team. This is an excellent opportunity for someone who loves problem solving and customer service, and is keen to learn and develop a career in technology. Our Support Technicians undergo a thorough training programme and have the opportunity to gain technical qualifications. We believe that everyone plays a part in contributing to the success of our business, and therefore we are dedicated to the personal and professional development of all of our employees.

Successful applicants will undergo an in depth engineering based training programme. The initial training programme is completed over a six-month period, and consists of both classroom training and hands-on application.

**Location:** London, SW9

**Hours:** Monday to Friday, 40 hour week, permanent full time

#### Responsibilities:

- Liaise with customers on a daily basis as a first point of contact for any issues or queries
- Effectively manage and monitor customer support queues, ensuring service levels are met or exceeded
- Complete 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> line support, diagnostics, and over the phone remote service
- Take responsibility for keeping the customer informed of their fault progress and ensure updates are made to the customer as per our internal service level agreements
- 100% log of all incidents raised by the customers, keeping a track of and reporting of incidents
- Provide high quality service and support to all our customers
- Assist with all ad-hoc projects as requested

## Requirements & Capabilities

- UK graduate from a UK University with at least a 2:1
- An enthusiastic self-starter who will take ownership of projects with the ability to work with a large level of autonomy
- A dedicated problem solver, who embraces a challenge and sees projects through from beginning to end
- Excellent written and verbal communication skills
- Able to provide professional and friendly customer service
- Strong attention to detail
- An interest in technology and a keenness to learn
- A solid team player
- Have excellent work ethic and a strong desire to be successful

## Benefits of Working at Spitfire

- Spitfire offer excellent earning potential and reward generously for success and hard work
- All graduates obtain professional engineering qualifications, which are widely recognised and allow them to develop extensive product knowledge and understanding to become the best in the industry
- We believe that everyone plays a part in contributing to the success of our business, and therefore we are dedicated to the personal and professional development of all of our employees
- Our offices are modern and open plan, with fantastic views towards the City of London
- We also provide Permanent Health Insurance after two years continuous employment
- The opportunity after a successful probation period to work from home up to 50% of the week
- Access to our Employee Wellbeing assistance service
- There is a gym next door

Our support team is primarily made up of graduates who have developed their careers with Spitfire, and whilst they like to work hard, they also like to socialise regularly visiting nearby pubs and playing various sports such as badminton and squash.

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To apply please send CV with **covering letter** detailing your suitability for the role to: [hr@spitfire.co.uk](mailto:hr@spitfire.co.uk).

Your CV **must** include all your education from GCSEs to your most recent qualifications, notes of the grades attained in which subjects, dates and which institutions you attended. There must be no unexplained gaps on your CV.

CVs will only be accepted with the above information.

If you do not hear from us within ten working days your application has been unsuccessful.



We believe that everyone plays a role in contributing to the success of our business. Find out how you can be part of it today.

