

## Support Technician



## Job Description

Spitfire Network Services Ltd 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 £22m turnover, over 5,000 business customers, and 100 members of staff.

We are currently seeking a **Support Technician** to join our Customer Support Team. We're not just looking for someone to fill a role – we're looking for future engineers who are passionate about building their technical expertise and advancing their careers in telecommunications. This position is a launchpad for individuals who are eager to learn, self-motivated to push their technical boundaries, and excited about the prospect of working with cutting-edge technologies including our new MVNO product.

Over your first two years, driven technicians typically achieve industry-recognised certifications including CCNA, JNCIA Junos, SIP, and Cyber Security qualifications. We provide the support, resources, and environment – you bring the hunger and determination. High-performing Support Technicians who demonstrate technical excellence and initiative have clear progression opportunities into our IP Engineering team, we are committed to promoting from within the organisation for those who show they're ready.

This is an excellent opportunity if you:

- Are genuinely passionate about networking and telecommunications technology
- Take ownership of your professional development
- See certifications not as requirements, but as exciting milestones
- Want to be part of a team that values technical curiosity and innovation

You can earn a highly competitive starting salary of £28,000 in London. By completing your CISCO qualifications and hard work you can expect this to rise to £31,000. You can be earning at the beginning of Year 2, £34,500 and £38,000 in year 3.

**Location:** London, SW9

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



## Responsibilities:

- Liaise with customers daily 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

- 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 with research, expanding your knowledge ensuring that projects are seen through from beginning to end
- Excellent written and verbal communication skills
- Able to provide professional and friendly customer service
- Strong attention to detail
- A degree is ideal or another technical qualification and demonstrated interest in technical area
- A solid team player
- Have excellent work ethic and a strong desire to be successful

## Benefits of Working at Spitfire

- Spitfire offers excellent earning potential and reward generously for success and hard work
- 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 our employees
- Our offices are modern and open plan, with fantastic views towards the City of London
- 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



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



If you're ready to accelerate your career and have the drive to become an expert in your field, we want to hear from you.

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To apply please send CV and include a personal statement noting why you feel you would be a good fit for this role: [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 included **and** a personal statement.

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

