

## Job Description

### Technical Support Engineer



#### The Job

intY is a pioneering distributor of cloud solutions serving a large network of partners across the UK, Europe, and North America. You will be working with some of the leading cloud solution providers globally, including Microsoft, Acronis, and Bitdefender. The role of Technical Services Engineer is a Partner facing and desk-based telephone support role, reporting directly into the Technical Services Manager.

The Technical Services Engineer will predominantly be responsible for providing consultative break-fix support service, however, will also support the wider business in a technical capacity around pre-sales, and go-to-market execution. The main focus of the role will require an individual capable of providing 1<sup>st</sup> and 2<sup>nd</sup> line fix support across a breadth of cloud services from vendors, including, but not limited to, Microsoft, Acronis, Symantec, and Exclaimer.

The successful candidate will also demonstrate a passion for technology and look to position Products and solutions to the channel where applicable and align with business goals.

#### Responsibilities (but not limited to)

- Provide 1st and 2nd line support to partners and customers of intY.
- Liaise with 3rd party vendors, such as Microsoft and Acronis, regarding technical cases and upcoming changes
- Liaise with 3rd party vendors to escalate and resolve cases that cannot be resolved in-house
- The management and ownership of a support ticket through to resolution – this is a cradle-to-grave ticketing approach.
- Undertaking professional service tasks, as and when directed by the Technical Services Manager.
- Provide world-class customer engagement.
- Effective case management in line with defined processes. Liaising with end users and customer's IT Support Staff to resolve Issues within pre-defined SLAs (Service Level Agreement).
- Contribute to knowledge base and newsletter articles, to aid team members and partners to help troubleshoot similar issues.
- Work with the wider business in delivering business goals and objectives including supporting both Sales and Marketing within a technical capacity

## Skills & Experience

### Required

- High regard for customer satisfaction.
- You will have at least 2 years' experience working within an IT Help Desk environment.
- Great written and verbal communication skills (essential).
- Experience with on-boarding, support, and off-boarding customer journeys.
- An in- depth understanding of DNS record types and their functions.
- An understanding of e-mail headers.
- Ability to transform complex information into succinct bite- sized chunks for less technical customers.
- Understanding of relevant cloud technologies and how they piece together to support business functions.
- Comfortable working in a fast- paced and dynamic environment.
- Equally adept at working well as part of a team or autonomously.
- Self-starter and self-motivated with a proactive 'can do' approach.

### Preferred

- Experience working with a range of cloud technologies (focus on Microsoft 365 is desired).
- Experience with Microsoft Windows and MacOS.
- Previous experience in a KPI and target focussed environment.
- Exposure with liaising with vendor or 3rd party technical teams.
- Exposure to Power BI, CRM, or any other analytic focused platforms.
- Experience or basic understanding of working within an ITIL, ISO, or relevant standards environment.
- Experience in e-mail and data migrations; either cloud to cloud or on prem to cloud.
- At least one Microsoft accreditation (i.e., Exchange Server, Azure, or Microsoft 365).

## Personal Attributes

- Positivity, enthusiasm, and tenacity.
- High work ethic, focused, and driven.
- Ability to work within a high- performing team.
- Ability and willingness to learn.
- Ability to cope with high-pressure situations while diligently working to provide qualitative resolutions.
- Organised with a high regard for time management and prioritisation.
- Able to cope with high caseloads when they do arise as well as able to utilise quiet time to improve abilities when case volumes are low.
- Team player with the ability to work on your own initiative.

# intY

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*intY endorses the principle of equality and will strive to ensure that everyone has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, regardless of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion and belief, and sex or sexual orientation. Employees can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their employment with intY.*