



Support Desk Engineer

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Newbury (Remote)

About us

At Amberjack we've long been setting the standards in future talent and intake-based volume recruitment. Our advanced systems and intelligent solutions are designed to deliver the ultimate recruitment experience. From intelligent attraction to recruitment process outsourcing and bespoke assessment and selection tools, we work as an extension to our client's teams. We are the quality behind the quantity. We do what's right for our clients and their candidates. We don't know any other way.

The role

This is an exciting role in Amberjack to be one of the front-line Support Engineers for our software services. Our software helps organisations to recruit the best future talent by managing the pipeline of candidate applications, providing cloud-based assessments, and managing paperless assessment centres. Our leading-edge software is used by some very large UK and International organisations and this role is pivotal to making sure we delight them every day.

- To provide 1st and 2nd line support to clients using Amberjack's range of software products.
- To support Clients and Client Partners by triaging ticket requests and providing scheduled reports when requested.
- To work with the development team to assess quality of new software releases and provide replication of software defects ready for resolution.
- To provide excellent client service leading to high levels of satisfaction and business retention.

Main responsibilities

- **Provide expert technical support; answering support tickets via ticketing system, phone or email.**
- Maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Take ownership of client problems and be proactive when dealing with client issues.
- Log all issues on the ticketing system and maintain full documentation.
- Log change requests and follow internal IT Service Management processes and principles.
- Provide timely escalation to third line support for issues that need further investigation.
- Provide regular reporting, service metrics, ticket explanations and change notes to Technical Client Partners.
- Provide feedback to third line and Development teams on identified issues and problems.
- Developing and maintaining a full appreciation of the dynamics of each client and able to respond appropriately.

Who we're looking for

- A-Level/BTEC or equivalent IT qualification
- A keen interest in software support with excellent IT capabilities; the following experience is desirable but not essential:
 - Microsoft Office
 - Helpdesk ticketing systems (eg FreshDesk, ServiceNow, Spiceworks, Zendesk)
 - Basic coding skills
 - SQL query language
 - Excel analysis including pivot tables
 - PowerBI
- Great communication skills both written and verbal
- Strong administration and organisational skills
- Able to prioritise and manage conflicting deadlines
- Exceptional attention to detail

Competencies:

- A genuine passion for the delivery of outstanding customer service
- Embraces different tasks/projects; accepting of last minute work
- Technical curiosity that drives keen problem solving
- Consistently delivers results
- Remains positive and professional at all times
- Naturally builds strong relationships and able to empathise with people
- Collaborates well with other teams

Why work for us

We work with some of the biggest brands in the world, from Virgin Media and Mars to Network Rail, Morrison's and the Big 4 Accounting professional services firms – helping them hire the very best! We offer a competitive salary, sales incentive and benefits package, a collaborative open and friendly working environment, and great opportunities for personal and professional development.

How to apply

Please apply with your CV and a supporting statement outlining your suitability for this role to joinus@weareamberjack.com.

If you have any questions about this role or need to access information in an alternative format, then please contact the team on 01635 584130 or joinus@weareamberjack.com