

2nd Level Support Engineer

December 2022

Overview of the role:

Your main objectives are to solve hardware and software problems independently through our ticketing system. You will be responsible for providing professional 2nd level technical support to our clients for in house developed software solutions.

The role demands quick resolution skills combined with effective communication, to strive for high customer satisfaction. If quality customer service is your passion, then this role is for you.

Skills requirements:

- Providing 2nd level technical support for the companies in house developed products.
- Take responsibility for customer satisfaction and overall success of the service desk.
- Respond in a timely manner to support customer issues and inquiries.
- Document actions in tickets to effectively communicate information internally and to customers.
- Resolve problems independently and understands the correct escalation procedures.
- Reproducing and debugging customer reported problems as necessary and working with engineering and test teams to resolve issues.
- Ability to create and sustain a knowledgebase. Documenting issues and their resolutions in a knowledgebase format for use both internal and external.
- Providing timely feedback into the development process on customer-reported product problems.
- Troubleshooting skills with hardware, software, and network.
- Exceptional communication skills - written and verbal.
- Ability to quickly learn new skills and technologies.
- Strong attention to detail and logical problem-solving skills, with a passion for quality
- Able to organize multiple tasks and prioritize them to meet specific deadlines, work under own initiative, and respond to peaks in demand
- Able to work as part of a team with a strong commitment to a high-quality customer experience and continuous improvement
- Proficiency with recent Windows operating systems, cloud solution advantageous.
- Pro-active, quality customer service skills.
- Excellent analytical thinking and problem-solving skills.
- Strong verbal (phone) and written (email) communication skills in English.
- Team oriented, but self-managed, with good timekeeping.
- Deadline and detail oriented.

- Ability to work and perform without direct guidance or monitoring. Self-Starter.
- Clear understanding of the software development process and lifecycle including the role of customer support and sustaining product engineering in that process.

Educational / Experience requirements:

- Bachelor's degree.
- Or, equivalent work experience, a track record as service desk consultant with a minimum of 2 years of experience, in a similar technical support role. Experience in customer service ticketing tools and the process of attending to support tickets.

Advantageous:

- Experience in, or interest in, software development and programming. Example, programming languages as JavaScript, Python, Java, and C#.
- Experience with SQL and Databases (Oracle, PostgreSQL, and MySQL).
- Server support, including Kubernetes environment.
- TCP/IP networking skills to perform network troubleshooting; to isolate and diagnose common network problems.

Roles and responsibilities:

- The primary focus of this job is providing escalated support and solving tickets that Tier 1 could not solve in a timely manner.
- Preparation of technical documentation and reports, creation, and maintenance of a technical knowledgebase.
- This position will create, update, and respond to ticket requests via various communication channels.
- Perform advanced troubleshooting and updating knowledge bases articles with solutions performed.
- Recognize and escalate difficult technical issues to appropriate senior resource.
- Ability to multi-task.
- Respond to Level 1 tickets with professional and timely responses.
- Provide world class customer service whilst assisting our clients.
- Manage incoming tickets and provide clients with updates.
- Identification and resolution of hardware problems.
- Remote coordination of replacements of various hardware components.
- Configuration of various hardware components.
- Technical coordination and close collaboration with our Level 1 team, our local data center teams, network team, and advanced services team.
- Proactive monitoring and quality assurance.
- Excellent customer and service orientation combined with effective communication, team skills, and social competence.

- Ability to work remotely effectively, including work-from-home.
- Availability to work in shifts or in a standby model, if so required. (Our clients can contact us 24/7)

Additional information:

- Type of role: Permanent.
- Location: Hybrid working model.
- Salary: to be discussed, in line with skills and experience.

This role represents a fantastic opportunity to join a respected team. If you are interested and meet the selection criteria, please send your CV to Keshnee Reddy-Chetty keshneer@icetech.io