

## **JOB VACANCY**

### **2<sup>nd</sup> Line IT Support Technician**

A rewarding opportunity for a passionate and qualified IT professional to join a vibrant, professional team in a company that promotes an inclusive and supportive culture and offers exciting career progression opportunities.

Risc IT Solutions are Cloud experts - IT professionals and trusted advisors who help companies work smarter by providing the right solutions to their business challenges. The award-winning, Microsoft CSP and pioneer of Cloud Backup in the UK, has built up strong customer and partner relationships over the last 20 years based on trust, knowledge and experience, coupled with first-class support.

#### **What would this role of 2<sup>nd</sup> Line IT Support Technician entail?**

Working within the Technical Support team as a 2<sup>nd</sup> and 3<sup>rd</sup> line IT Support Technician on the helpdesk and with the potential to attend customer sites, you'd provide support for resellers and customers across our range of IT solutions including: Online data backup, hosted Exchange, Microsoft Office 365 and specialised software services. Your duties would include although not be limited to:

- 2<sup>nd</sup> and 3<sup>rd</sup> line software support and general helpdesk duties
- Making and receiving 2<sup>nd</sup> and 3<sup>rd</sup> line technical calls, to assist in the co-ordination & resolution of IT issues as quickly as possible & to ensure all customer expectations are met
- Assisting customers with the installation, configuration and troubleshooting of backup, Office, antivirus and other software and services
- Collating requirements, planning and delivering professional services
- Taking ownership of cases, proactively identifying and troubleshooting issues
- Supporting Risc internal staff with their use of software, hardware, services as required
- Documenting all activities undertaken as per guidance to allow easy case management
- Pre-sales scoping to assist the sales team to identify solutions which match customer requirements
- Providing additional assistance to the team as required

#### **What would I need to be considered for this 2<sup>nd</sup>/3<sup>rd</sup> Line IT Support Technician vacancy?**

- Proficiency in backup software, Redstor, Azure backup, Azure site recovery, Windows Server backup
- Understanding of networking systems / services – VPN, VLAN, routers, DNS, firewall configuration, DHCP, etc

- Troubleshooting of multiple software solutions
- Accurate numeracy and data entry skills, demonstrating attention to detail
- Analytical and problem-solving skills
- Ability to follow process
- Excellent customer communication and rapport skills – both written and verbal
- Computer related qualifications would be advantageous – A level, Degree, HND and \ or vendor specific - Microsoft MCP+ or Cisco CCNA
- GCSEs – Maths and English as a minimum
- Full UK driving license

### **What would I receive in return?**

As a 2<sup>nd</sup>/3<sup>rd</sup> Line IT Support Technician, you'd be part of a thriving, growing team of talented individuals who are really proud of their company. You'd receive an attractive salary, dependent on qualifications and experience. We also offer a comprehensive staff benefit scheme and all employees are eligible for private medical insurance after a qualifying period, along with flexible working opportunities.

Employed on a permanent, full time contract working Monday to Friday 8.30am to 5.30pm, you'd be based within the company offices in the Victorian coastal town of Llandudno, one of the most popular destinations in North Wales.

Visit us at: [www.riscitsolutions.com](http://www.riscitsolutions.com) for more information.

We would invest in your development, through enrolment on external and internal training courses, so you'd be able to achieve and maintain the learning and required qualifications to support the business. This would also enable you to work towards one of our product specialisations.

### **More about us:**

The company was one of the first Microsoft Partners in the UK to achieve Cloud Solution Provider (CSP) Direct status. Risc have been awarded Microsoft Gold Small and Midmarket Cloud Solutions and Gold Cloud Productivity competencies and continue to strive for excellence in all areas of the company.

With Cloud solutions managed for more than 1,000 customers, Risc have a strong capability to help customers across the full breadth of IT requirements. The portfolio includes a combination of Cloud and Physical solutions to provide – IT Infrastructure, Business Continuity, Business Productivity, Data Security and Compliance, as well as Endpoint management/protection.

This tight team of talented individuals operates to a set of core values which includes: enthusiasm, integrity, courtesy, reliability, commitment to quality and going above and beyond in order to deliver cutting edge solutions to their resellers and customers.

If you meet the above criteria and wish to apply for this 2<sup>nd</sup>/3<sup>rd</sup> Line IT Support Technician role, please send your CV and cover note by email to [careers@riscitsolutions.com](mailto:careers@riscitsolutions.com)