

Thintech 3rd Line Support Role, Job description

General Purpose

3rd line technical support and customer service for:-

- a) subscribers of the Thintech cloud hosting solution: comprising a Citrix based/terminal services delivered, virtual desktop; desktop and web applications (including Microsoft Office and Exchange); and network infrastructure; and
- b) Thintech consultancy clients on similar technology to a) above for on premise hosted solutions

May be expected to work alone on projects, requiring strong leadership skills and a can do attitude. The role is often client facing, requiring a consultative approach and a smart appearance. The role will be mainly delivered from the Thintech HQ office in Medway but may also involve some travel and possible overnight stays in hotels.

Main Job Tasks and Responsibilities

- respond to requests for technical assistance via phone or email either direct from clients or escalated via the Thintech Service Desk in Bulgaria,
- diagnose and resolve technical hardware and software issues
- research questions using available information resources
- advise users or Service Desk on appropriate action
- identify and escalate situations requiring urgent attention
- handling clients in a professional manner at all times; establishing trust and taking a non-confrontational approach
- keeping records of all interactions with customers (calls and project work) in the employer's call management system;
- keeping up to date with product & service knowledge (including product developments);
- working closely with other departments and teams to ensure the smooth running of the business;
- attending technical conferences, training and events as required;
- helping the Project & Support teams to improve the overall engineering service

Education and Experience

- BA Hons, or HND in a computer science subject.
- working technical and business knowledge of fundamental operations of relevant software, hardware and other equipment
- knowledge of relevant call tracking applications
- knowledge and experience of customer service practices
- related experience and training

Key Competencies

- technical aptitude
- oral and written communication skills in English language
- learning skills
- customer service orientation
- problem analysis
- problem-solving
- adaptability
- planning and organizing
- attention to detail
- stress tolerance

Mandatory Technical Competencies

- Microsoft Operating Systems (Desktop: Windows7/Windows XP; Server: Windows 2003/2008)
- proficient in Active Directory
- knowledge of networking basics
- word processing and spreadsheet applications (MS Office)
- email clients (Microsoft Outlook) Exchange
- knowledge of mobile email (Webmail, Smartphones including Blackberry phone and Blackberry applications)
- general knowledge of client/server and web applications
- Cisco,
- Microsoft ideally to MCSE level
- Citrix
- VMware experience
- scripting with DOS, PS and vbscript; and
- backend SAN knowledge.

Desirable Technical Competencies

- Citrix Published Desktops & Applications (ie. Supported and/or maintained)
- MCP/MSCE
- CCNA/CCNP
- CCA/CCEA/CCEE/CCIA
- VCP