

Customer Support Placement - London

The Egress Placement Program is a fantastic opportunity for ambitious individuals looking to take their first steps on in a Customer Support role in a software-based IT Security organisation.

The role

You will be responsible for supporting a fast growing customer base covering the public, financial and professional services sectors.

Responsibilities will include

- Providing first and second line telephone support to business end users
- Performing research tasks and projects
- Promoting Egress products, services and training as part of enterprise level support
- Assisting with software training and consultancy both internally and as required on customer site
- Providing technical advice to the sales and marketing teams

The Person

This position is for a current second year student at university who is studying a computer-based degree. You will be looking for an industrial placement year within our Customer Support team based in either our London or Barnsley office.

You will have a mathematical or scientific mind, and you will have a passion for Customer Support.

You will possess a natural communication style and outstanding interpersonal skills. A demonstrable ability to work on your own initiative and as part of a wider team is essential.

Any exposure to the following technologies would be desirable:

- MS Windows XP/Vista/8, MS Windows Server 2003/2008/2012 or MAC OSX
- MS Office 2003/2007/2010/2012
- SQL, .NET, C#. Java, C++

Full training in the company's product portfolio will be provided to you.

This role is based in either our London or Barnsley office, but you may be required to travel throughout the UK from time to time.

The base salary for this position is £14,000 per annum.

If you manage to impress us throughout the duration of your placement year, it is possible you could be offered a permanent graduate position.

The company

Egress is proud of our uniquely agile, effervescent, and people focussed environment. Our core values of Culture, Excellence, Ambition and Integrity run through everyone who works for us, and everything we do.

We are a sociable company, working hard and playing hard in equal measure. The atmosphere in our offices is friendly and supportive, with a competitive edge! We enjoy regular nights out and there are plenty of social activities including company funded team lunches and monthly activities. Employees also enjoy free breakfasts and fruit, and top end coffee.

We're based just outside central London in leafy Brondesbury Park— close enough to the centre to be within striking distance of all the City and West End have to offer - but without the crowds, traffic congestion and crammed commuter trains.