

## **Graduate Customer Support Engineer**

**Location: Queens Park, London, NW6**

### **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**

The Egress Graduate Program is a fantastic opportunity for ambitious individuals looking to take their first steps in a Customer Support career.

You will either be about to graduate from University this summer, or a recent graduate looking for your first permanent role or first job change.

You will have studied a scientific or mathematical based degree and you will have a passion for technology.

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.

### **Technical Knowledge**

Demonstrable experience of the following would be advantageous:

- 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.

These roles are based in our London office, but you may be required to travel throughout the UK from time to time.

### **The Rewards**

The base salary for this position is £22,000 per annum.

Our expectation of a good performer is that inside twelve months you would already have been promoted to the next grade.

Successful engineers will progress quickly to positions of greater responsibility and earning potential. If you excel at your job, your speed of career progression will far exceed that of your peers in larger organisations.

## **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.

Egress have two office locations in the UK. This position is be based in the Yorkshire market town of Barnsley.

**If you are interested in this role, please send your CV to [careers@egress.com](mailto:careers@egress.com).**