



# Job Specification – Technical Support Engineer

## The Company

We are looking for a confident, enthusiastic and passionate customer-focussed specialist to join our award winning MSP team.

Hive Communications is a Managed Service Provider (MSP), designing, implementing and supporting the IT infrastructures, data, backup, cloud services and business telecoms for clients in both the private and public sector with growing emphasis in the cyber security sphere. No client has the same needs and so our solutions are tailored to each client. You will be part of a professional team which operates to provide our customers with truly exceptional service that puts their needs first.

## Overview

As a Technical Support Engineer, you will exceed the skill level typically expected with 1st line roles you may find elsewhere and will be more aligned to a traditional 2nd line role.

**Technical Support:** This will involve providing technical support services via telephone, email, on-site visits and our support ticketing system. An excellent telephone etiquette as well as customer service and support attitude is essential, as is a proven working knowledge of supporting and troubleshooting technical IT issues for customers.

**Operations:** This requires the planning, provisioning, installation, testing and maintenance of services, as required by the clients. It also includes the company's own IT infrastructure and systems.

## We want you to:

- Monitor and maintain support tickets keeping the customer updated with progress every day
- Onboard new clients, migrating services, provisioning and installing systems
- Develop existing customer relationships and build a rapport with new clients
- Flag high priority / urgent issues in a timely manner
- Perform proactive maintenance using our in-house monitoring system
- Assist with on-site installations and technical support as required

## You have got:

### Key Skills

- Attention to detail
- A highly motivated attitude
- Initiative and results driven



### Technical Experience

- At least 2-3 years previous 1st/2nd line support experience, preferably with Cyber Essentials experience
- **Microsoft 365** Tenant setup (Including Exchange, Teams, SharePoint, OneDrive)
- **Networks:** Routers, firewalls and switches, DNS, WAN/LAN, VLAN, DHCP, VPN, RDC, WiFi
- **Operating Systems** encompassing Windows Desktop/Server and iOS/Android
- **Microsoft Office** (Outlook, Word, Excel)
- Good technical knowledge and experience of Customer IT Environments
- Knowledge of Hosted VoIP technologies (desirable)

### Personal Skills

- Reliable, flexible and cooperative
- Exceptional customer-facing service and communication skills (both written and verbal)
- Ability to work as part of a team
- A strong desire to grow and learn and a willingness to take on new challenges

### Salary & Benefits

- Competitive salary, dependant on experience
- 20 days holiday plus UK Bank Holidays
- Your birthday off as an extra day's holiday
- Early finish on Fridays
- Great team values & culture with regular social events and team
- Bonus scheme for new client referrals

To apply, please email your CV to [careers@hivecommunications.co.uk](mailto:careers@hivecommunications.co.uk) or phone 01722 777999.