

2nd Line Technical Support Analyst

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Company: Landmark Information

Location: United Kingdom

Category: computer-and-mathematical

Exeter/Reading/Hybrid

We're a friendly, dynamic and supportive team. We encourage being bold, dreaming big and active, curious minds, both in our performance as a team and individually. We actively promote involvement in the development and direction of our products and services, as well as finding new and more efficient ways to work. We love to get together to do great work and be sociable. As well as this we offer:

Competitive salary

25 days' holiday plus bank holidays, with optional 5 days unpaid leave per year

Annual lifestyle allowance of £300 to put towards an activity of your choice

Pension matched up to 6% for the 1st 3 years and matched up to 10% thereafter

Private Health Insurance – currently via Vitality

Group Income Protection Scheme

Matched funding for Charitable fundraising

Cycle to Work scheme and Gym Flex scheme

Internal coaching/mentoring system throughout your time here

Focus on training and career progression

Family friendly policies

Free parking

The Opportunity

As a 2nd Line Technical Support Analyst, you will act as second line support for the investigation of technical issues and drive resolutions for the customer by applying technical expertise, product knowledge and problem-solving skills. You will ensure that enquiries, incidents and requests are resolved in a professional and timely manner, maintaining accurate ticket and documentation at all times.

The role will involve:

Maintaining motivation and focus within a highly technical team, developing a strong culture of technical and customer service excellence

To work closely with the other Technical Analysts within the team to ensure the smooth functioning of Landmark Solutions platforms and provisioned services

To ensure and assure ownership of issues through to resolution.

Where and when the resolution of the ticket falls outside of your own knowledge and skillset then to interface to the other groups/teams within the company ensuring that tickets are managed to resolution.

To support and substitute for, when necessary, the first level support Customer Service Operators.

To provide proactive support in responding to customer enquiries, diagnosing, and deciding on most appropriate solution and acting accordingly whilst ensuring that all the Service Level Agreements targets are met

Actively look for opportunities to innovate and improve services and reduce incidents

To follow ITIL processes and to ensure company policies and standards are met

About You

You will have gained experience in a technical service desk role with the ability to analyse problems and provide solutions. You will be dedicated to providing exceptional customer service with excellent attention to detail and communication skills.

You will also have/be;

Knowledge of IT systems and applications troubleshooting skills

The ability to manage multiple tasks and work under pressure

Technically competent

Knowledge of Technologies and Applications: C#, Azure, SQL, VisualStudio, .Net, Azure SQL Server, PowerBi, JIRA, Confluence

Knowledge of ITSM Toolsets (preferably Zendesk)

Knowledge of IT security (firewalls, anti-virus, etc) is desirable

Basic networking troubleshooting skills (LAN/WAN, IPs, internet, etc) is desirable

Microsoft Certified Professional or equivalent

CompTIA A+ or equivalent

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