

# IT Support Engineer

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Admit One is a vibrant and growing technology company based in Dorset in the United Kingdom. Our software suite is used by customers across the globe, from the United States to New Zealand, with users across five continents.

We service the Cinema, Theatre and Attractions market in all areas of technology including Admissions, Retail, Hospitality, Digital Signage, Web and Mobile apps, also referred to as Point of Sale or PoS.

We are expanding our Support Team and have a great opportunity for those with a background in IT support and a desire to help people. - Are you looking for a new challenge?

## Job Description

This is a customer facing role that will suit someone with IT knowledge who is interested in resolving customer problems via telephone support. The successful applicant will need to proactively review customer accounts and manage their own case queue in line with Service Desk procedures as well as assist other members of the team.

They will need to develop strong customer relationships through direct communication to achieve the highest levels of customer satisfaction. They will be expected to update and propose new knowledge base articles. There will be times that a site visit (which may involve some amount of travel) is required and may well require the setting up and installing of hardware together with delivering end user training.

## Qualifications and Experience

### Prerequisite

- Customer service skills
- A desire to solve problems
- Ability to work under pressure and be a strong team player
- Excellent communication skills

### Desired

- A background or interest in computer operating systems, hardware and software
- Ability to work to agreed SLA response times
- Has analytical thinking skills
- Experience in the Cinema or Entertainment industry

### Core responsibilities

- Offering 1st line Customer Service and Support via the help desk and phone.
- Investigating and troubleshooting issues.
- Communicate with the Support Team Manager and escalate any required matters.
- Support the Project Management team with hardware and database set up.
- Support the Development Team with information gathering on bugs.
- Training customers on the use of the software and hardware.
- Creating and updating online knowledge base articles.

### Package and Benefits

- 36.5hr average working week
- 30 days holiday p.a.
- Relaxed and casual work environment.
- Market rate salary, based on experience.