Technical Services Engineer

Job Description

Job title:	Technical Services Engineer
Reporting to:	Technical Services Manager
Location:	Glastonbury

Terms:	
Working hours:	37.5 hours per week on a variable rota basis. Shifts are 8.00 – 16.30 and 9.30 – 18.00 on a fortnightly rota. Some nights are required.
Annual leave:	25 days per year plus 8 UK bank holidays
Car allowance:	
Benefits available:	Pension / Health Care / Bonus Scheme / Birthday Leave / Pay Rewards

The Company:

WCBS is a trusted supplier of leading school MIS and finance software, providing integrated solutions to the independent and international education sector for over 35 years. Trusted by hundreds of schools, in more than 40 countries, WCBS provides exceptional customer service and a portfolio of tailored solutions designed to support the admissions, academic, administrative and finance departments.

Through utilising the cloud-based or on-premise products that WCBS has to offer, schools can access, organise, manage and share information quickly and accurately. This saves valuable teaching and administrative time, so that schools can concentrate on what's important – developing strategies for success whilst delivering outstanding education.

Job role:

The role:

- Responsible and accountable for the smooth running of our IT systems and assist colleagues in delivering business activities and objectives.
- Assisting customers with 3rd line technical issues when using our software.
- Proactively contact and resolve customer issues.
- Development and support of the Internal Systems infrastructure. This infrastructure is fundamental to the delivery of the business activities.
- The technical development and support of WCBS clients in the use of its products and services.
- Contribute to the implementation and maintenance of our company's computing, IT, and technical needs.

Key responsibilities:

- Handle incoming calls and emails (internal and external), capturing the nature of the issue and ensuring that all information is captured accurately.
- Investigate and resolve escalated issues from our customers.
- Ensure a high level of written and verbal communication is maintained with internal and external customers.
- Perform and complete all aspects of the Technical Support service (telephone calls, voicemails, call backs, email), ensuring the successful resolution of issues and using workarounds when appropriate.
- Accurately diagnose root causes of reported problems.
- Proactively suggest improvements to internal process, procedures, and systems.
- Provide support to other team members, sharing workload, resources and knowledge.
- Identifying problem areas and logging these in the internal support system.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the company.

Key requirements:

- Strong understanding of Windows based systems (Sever / Desktop / Laptop)
- Strong understanding of computer networks, network administration and network installation including servers and cloud-based technology
- Knowledge or experience of Microsoft SQL Server
- A team player
- Confident and able to work under pressure
- Ability to be flexible with changing demands of the role
- Excellent communication both written and verbal

Desirable requirements:

- Concepts and understanding of Azure / Office 365
- Understanding of Google Cloud Platform
- Experience of Linux
- Experience of PowerShell
- Be inquisitive and have a strong desire to acquire knowledge and learn new skills