

## ROLE PROFILE

# MANAGED SERVICES TRAINEE TECHNICIAN

<b>Vacancy:</b>	Managed Services Trainee Technician
<b>Contract:</b>	Permanent
<b>Hours of Work:</b>	Full Time (36.25 hours per week)
<b>Reporting to:</b>	Service Delivery Manager
<b>Location:</b>	Hybrid Working between home and one of our UK offices: Lisburn (Northern Ireland), Peterborough (Cambridgeshire) or Bury St Edmunds (Suffolk)

At Xperience we deliver business efficiencies through Digital Transformation.

We put our clients at the heart of everything we do, helping them create better, faster processes, build stronger customer relationships, strengthen data security, accelerate profitability and position them for growth. That's why we've got over 1,100 clients who are more efficient, more productive and more profitable just because they work with us. And, it's why 95% of our clients say they would recommend us. But really, it's our people that make the difference at Xperience. They have the expertise and ambition to collaborate with our clients to guide them towards the optimum solution. Together as a team and through partnerships with world leaders in technology, we provide smart solutions that provide real digital transformation in businesses, including Cloud, ERP, CRM, Managed IT, and Cyber Security.

### The Role

We are undergoing an exciting time in our evolution and we're always on the look out for **Managed Services Trainee Technicians** who are passionate about supporting customers with their IT. Joining an established Managed Services Helpdesk Team, you will gain experience and training in the delivery of best-in-class Managed IT support to our growing customer base.

Developing skills and knowledge across a variety of technologies such as MS Window Server, O365, Active Directory, as well as Cyber Security and Cloud, you will develop to provide 1st line technical support and solutions to our clients through our online helpdesk, live chat, telephone and by email. Additionally, you will gain the skills to perform hardware/software installations, maintenance, and upgrades.

### Key Responsibilities:

- Be the first point of contact for technical support to both internal and external stakeholders
- Work to deliver on Service Level Agreements and ensuring that all support incidents are accurately recorded

- Deliver a high level of customer satisfaction by acting as the primary point of contact for all new support incidents received through our helpdesk, email, telephone or through live chat
- Use the helpdesk management system to log tickets for internal and external stakeholders, where raised by telephone
- Perform initial investigation and where required, escalate the incident to our Level 1 / 2 or Level 3 technical teams, ensuring high levels of customer care
- Triage all new support requests by reviewing and modifying ticket subjects, priority, department, associated service level agreement and contractual requirements
- Pro-actively monitor internal systems including backup reports, network and device monitoring systems, anti-virus and patch management dashboards etc. to identify issues of concern, taking action to create a support incident on behalf of a client
- Configure, deliver & deploy PC's, laptops and printers for internal and external stakeholders
- Perform regular remote or on-site maintenance on behalf of our clients
- Provide on-site technical support and/or to facilitate the collection and delivery of hardware for repair or troubleshooting
- Refer client requests for advice & consultation to Business Solutions and Commercial teams
- Take responsibility for one's own professional development, through continuous learning, to ensure that any contractual or partnership accreditations or certifications are achieved
- Collaborate with peers and other areas of the business to increase internal product and service knowledge
- Manage and monitor internal and external ICT systems and platforms performing any necessary maintenance
- Take responsibility for one's own professional development, through continuous learning, to ensure that any contractual or partnership accreditations or certifications are achieved
- Collaborate with peers and other areas of the business to increase internal product and service knowledge

## Application Process

It's a really exciting time here at Xperience! We are growing the business and are always on the lookout for great talent to come and join our fast-growing team. Although we may not have a position available at the moment, you can apply now ready for the next available position.

To apply, candidates must submit a fully completed application form. CVs and covering letters will not be considered and should not be submitted.

Applications will be reviewed on a regular basis and if you meet the criteria for the role, your application will be added to our talent pool. You will then be contacted regarding an interview for the next available position.

## Person Specification

### Essential:

- Previous experience in a customer service role
- Excellent communication skills
- GCSE Maths and English at Grade A\*-C or 9-4 (or equivalent)
- A passion for using technology to help customers
- Valid Right to Work in the UK (We do not currently hold a visa sponsorship licence)
- A qualification in Information Technology or related subject (or studying towards)

### Desirable:

- At least 1 years' previous experience in an IT/Professional Services organisation
- Previous experience in an internal or external facing helpdesk support team
- Previous hands-on experience with ticket management systems e.g., ConnectWise

### Benefits Package:

- 30 days annual leave plus 8 bank holidays
- 1 additional day's leave for your birthday
- Employer pension contribution of 3%
- Hybrid working
- Cycle to Work Scheme
- IT Purchase Scheme
- Access to Skillsoft Learning and Development Platform

\*T&Cs apply based on contract

### Competencies required for role:

#### Teamwork and Collaboration

Shares knowledge and works across departments and locations, working co-operatively and supportively with colleagues.

#### Results Focussed/Problem Solving

Prioritizes tasks, overcomes obstacles and accepts ownership of work assigned. Owns actions that deliver results.

#### Developing Yourself & Others

A quick learner who is able to acquire and apply new knowledge and skills whilst learning from experiences and mistakes.

Xperience is an equal opportunities employer.