TECHNICAL SUPPORT

Position Summary:

Provide friendly and effective technical support to Lascar customers, primarily for a key client.

- Provide first-line response to requests for customer technical support, for all client queries;
- React quickly to solve customer problems as fast as possible;
- Act at all times in a friendly and helpful manner, reflecting Lascar's commitment to customer service;
- Respond via telephone, email, LiveChat and any other company forms of communication;
- Make visits to customer sites when required;
- When necessary, respond to requests for support outside normal working hours;
- Maintain a high level of relevant technical knowledge;
- Provide internal training and technical support as required
- Create and maintain public and internal technical support and trouble-shooting documentation and systems;
- Analyse and report on customer support activity, including technical and commercial feedback;
- Carry out any other general duties, commensurate with the nature of the role, that may be required from time to time.

Attributes, Skills and Abilities:

- IT, Cloud and wireless networks experience;
- Willingness to learn new products and technologies;
- Self-motivated, reliable and able to work unsupervised;
- Calm and friendly manner;
- Problem solving;
- Strong written and verbal skills;
- Good numerical and general computer skills;
- Ability to perform a wide variety of tasks when required;
- Non-smoker.

Important Notes

Lascar only employs non-smokers/non-Vapers.

Any approach from employment agencies will result in deselection from future recruitment opportunities.

In return we offer a competitive salary, together with an attractive benefits package. For further details or to apply, please send your CV together with a covering letter detailing your salary expectations to: personnel@lascar.co.uk