Job Title: Technical Support Specialist
Job Location: North Shields, Tyne & Wear, UK

Department: Technical Support
Closing Date for Applications: N/A

Working as part of the Technical Support team, the Technical Support Specialist will provide first class customer support across a wide range of products, responding to our clients and their end-users and resolving any technical queries, issues and requests promptly.

Responsibilities include:

- Responding to all customer requests for technical help and advise
- Troubleshooting and resolving technical issues promptly, keeping the customer informed at each stage
- Ensuring all incidents reach satisfactory resolution
- Prioritisation of tasks to ensure that service level agreement targets are met
- Monitoring network availability and uptime, and co-ordinating action where required
- Ensuring all service requests are completed professionally and efficiently

The successful candidate will have:

- Worked in a technical support environment before with a track record of delivering high level customer service
- A keen interest in IT and keep abreast of the latest trends in technology
- Knowledge of Microsoft Outlook, Windows and an understanding of TCP/IP and basic network setups
- A proven track record with Remote Support (Remote Desktop/Team Viewer)
- Good written communication skills and a competent, friendly telephone manner
- Self-Motivation and a drive to learn

Desirable skills:

- Cisco knowledge/CCNA/general networking
- VoIP
- Firewall/router knowledge

Notes:

- This role includes a rotating shift pattern of day and nightshifts covering 24 hours a day, 365 days a year.
How to apply:

Please send all CV’s or direct questions to Craig Russell, Head of Technical Support.

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