

## Job Description

### about atom.

**atom.** are a new modern thinking company who specialise in managed IT services including both cloud and traditional on premise solutions. Our expertise also covers telecommunications, **atom.** specialise in Mitel, Microsoft 365 Teams Business Voice and supply all connectivity products. Based in Newcastle we cover the north of England and have another site in Chester.

At **atom.** we are seen as an extension to a clients business. Our team is so integral to a client providing, IT support and strategies for new and existing services. Our customer **“talk first.”** approach provides the best support experience available. This focus delivers excellence in every sale, case or project we complete. **atom.** will never try to sell a one size fits all, everything we offer is bespoke to the customers' needs.

### Key responsibilities:

- Being the first point of contact for customers seeking technical assistance over the phone or email;
- Qualifying and documenting the problems raised by customers;
- Responsible for handling support of service requests which relate to all technology including; workstations, servers, printers, networks, and vendor specific hardware and software.
- Provide on-site support for client networks and applications across the UK.
- Provide remote and telephone support for client networks and applications.

### The Candidate:

The ideal candidate for this position will have at 2 years + experience within the support sector.

This is an excellent opportunity for a support engineer to progress within this dynamic and rewarding organisation

In return, my client is offering a great career path with a competitive salary and great company benefits

### Key skills are as follows:

- Understanding of IT, connectivity, telephony and mobile
- New user set up (User Accounts, O365 Mailboxes)
- Networking knowledge covering ADSL Broadband, Local Area Networks, Switches & VLAN's
- Understand cabling needs for IT/Telephone System
- Working the **atom.** way and talking first
- Strong communication and customer service skills.
- Ability to quickly learn new applications and technologies
- Able to install, configure, upgrade and relocate PC hardware, software and print devices.
- Experience of PC hardware troubleshooting and problem solving.
- Microsoft Office 365 experience an advantage.
- Basic Administration of Exchange Server and mobile email technologies.

This role is a 1st /2nd Line Support Engineer and can also be known as a Support Analyst, Helpdesk Analyst, 1st /2nd Line Engineer, Technical Engineer, IT Support Engineer and Helpdesk Engineer.

Any qualifications such as MCSE, MCSA, MCITP or CCNA would be highly beneficial towards your application

### Location and Working Arrangements:

The position offered is based out of the **atom.** head office. However, you will be required to travel to across the UK.

### Hours of Work:

37.5 per week with shift patterns between the working hours of 8am to 6pm Monday to Friday.

### Benefits

- Unlimited annual leave
- Health Cash Plan

- Critical Illness Cover
- Discounted Gym membership
- Pension scheme
- Enhanced maternity and paternity pay