

Role: Service Desk Technician
Start Date: ASAP
Salary: £23k - £28k

Who are Start Tech

Start Tech is a leading provider of managed IT, telecom and connectivity services for small and medium-sized businesses across the UK. Established in 2000, we have been growing rapidly, with >30% year on year growth for several years and have plans to sustain that rate of growth for the foreseeable future. We work with a diverse range of clients, from various sectors, and deliver excellent customer service and innovative solutions that help our clients achieve their goals.

The Role

We are seeking an experienced Service Desk Technician to join our Service Desk team. This role is responsible for delivering technical help to our clients and ensuring their IT systems are operating effectively. This role will be tackling more difficult issues including, but not limited to, network diagnostics and Microsoft 365 administration. They will be essential in helping us to deliver excellent customer service and timely resolutions to our clients.

Key Responsibilities

- Providing second-line technical support to clients, answering calls, emails, and tickets in a timely manner
- Escalating issues to senior engineers when necessary
- Resolving technical issues related to Microsoft 365 services, operating systems, networking, printers and mobile devices
- Resolving issues and queries relating to VoIP services such as 3CX
- Accurately document all client interactions and resolutions in our ticketing system
- Keeping up-to-date with the latest industry trends and technologies
- Documenting changes and fixes in the company knowledgebase

The Ideal Candidate

- Excellent troubleshooting and problem-solving skills
- Good understanding of M365, Exchange, Entra, and VoIP (3CX, Yealink, Snom)
- Familiarity with Windows 10/11, Server 2016/2019, network equipment and general hardware
- Proven experience as a 1st/2nd Line IT Support Engineer or similar
- Strong communication and customer service skills
- Knowledge of Cyber Essentials requirements
- Familiarity with VoIP systems such as 3CX
- Relevant industry certifications (e.g. CompTIA A+, Microsoft Certifications)
- Drivers Licence

Benefits:

- Profit share scheme
- Private health care
- Access to Employee Assistance & Employee Support Programme
- 22 days of annual leave + Bank Holidays + Your birthday off
- Regular company events
- 2 volunteer days per year

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