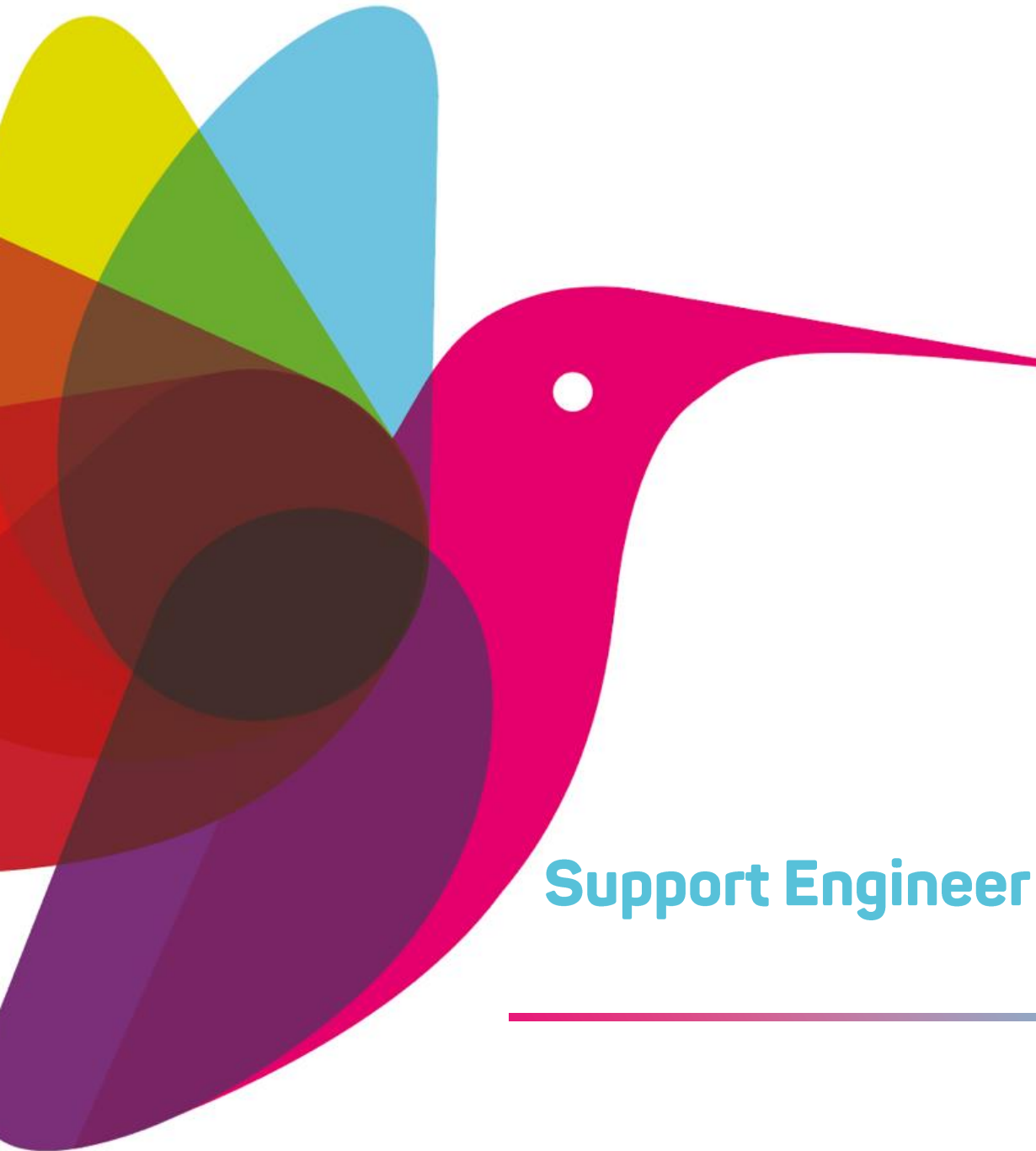




amberjack



Support Engineer

Support Engineer

Newbury

Competitive salary and benefits package

Permanent – Full time

About us

At Amberjack we've long been setting the standards in future talent and intake-based volume recruitment. Our advanced systems and intelligent solutions are designed to deliver the ultimate recruitment experience. From intelligent attraction to recruitment process outsourcing and bespoke assessment and selection tools, we work as an extension to our client's teams. We are the quality behind the quantity. We do what's right for our clients and their candidates. We don't know any other way.

The opportunity

We provide specialist software products to many of the UK's largest employers such as, Unilever, Mars, Network Rail, Avon and Morrisons, and use proprietary cloud-based software tools to automate processes, manage application volumes and provide data driven insights to help assess and select candidates. We are a growing company and have an exciting new opportunity for a front-line Support Engineer to join our technology team. Responsibilities include:

- To provide expert 1st and 2nd line technical support to clients using Amberjack's range of software products
- To support clients and Technical Client Partners with adhoc requests and new system onboarding projects
- Logging of all issues on the ticketing system and maintain full documentation
- To provide regular reporting, service metrics, ticket explanations and change notes
- Logging of change requests, following IT Service Management processes and principles
- To provide feedback to 3rd line and Development teams on identified issues

Who we're looking for

You will have a genuine passion for the delivery of great customer service and embrace a variety of tasks and projects. You will have:

- An A-Level/BTEC or equivalent in IT
- A keen interest in software support and must have excellent IT capabilities in:
 - Microsoft Office
 - Ticketing systems (e.g. FreshDesk, ServiceNow, SpiceWorks)
 - Basic software development (desirable)
 - SQL querying (desirable)
 - Excel analysis including pivot tables (desirable)
- Excellent communication, administration and organisational skills
- First class ability to solve problems quickly and efficiently
- Strong relationship building skills, able to work collaboratively

Why work for us?

We offer a competitive salary and benefits package, a collaborative, open and supportive working environment, and great opportunities for personal and professional development.

How to apply

Please apply with your CV and a supporting statement outlining your suitability for this role to joinus@weareamberjack.com

If you have any questions about this role or need to access information in an alternative format, then please contact Gwen Atkinson on 01635 584130 or gwen.atkinson@weareamberjack.com