



Job Title: Technical Support Engineer

Location: Birmingham

Allsee has an exciting new opportunity for an enthusiastic person to join our ever-expanding team. We are now seeking a Technical Support Engineer to provide assistance to our customers with any IT issues. This is a great prospect for the right candidate to work for a fast growing and dynamic company within the Digital Signage Industry. You will be part of a young team, helping to manage IT support.

Allsee has quickly developed into a market leading Digital Advertising Display Manufacturer with an impressive BlueChip client portfolio. Our success has been driven by our professional approach, dedication to customer service and a willingness to go the extra mile to achieve results – these are, therefore, key attributes we would look for in prospective employees.

Main Responsibilities

- Management of customer issues through to full resolution.
- Provide proficient and effective IT support to various users/customers.
- Involvement in various IT projects the business has.
- Ability to quickly resolve complicated customer issues.
- Management of regular internal support management.
- Handling customer requests via email, telephone and salesforce, alongside a team of support analysts.
- Providing the customer with timely and accurate updates, usage, advice and guidance to form a strong bond and resolution of all issues.
- Identifying and managing appropriate priorities and required actions.
- Management of product/software releases and enhancements for clients.
- Resolve user hardware and software issues.
- Repairing screens on a daily basis with the experienced engineers at base.

Desired Competencies

- HNC/HND education or higher.
- Strong IT skills with experience of Microsoft packages. (Word, Excel, PowerPoint.)
- Prior experience in support/helpdesk.
- Excellent client facing skills with a strong customer service ethic.
- Strong problem solving, communication and time management/prioritising skills.
- Knowledge of Android, Linux and Mac OS.
- Knowledge of Cisco networking technologies.
- Digital Signage industry knowledge or experience.
- Engineering experience, working with PC's and general technology.
- Knowledge of an LCD's basic structure and how to repair a TV.

Salary:

Negotiable

To apply for this role please send your CV and cover letter to hr@allsee-tech.com