



1st Line Technical Support Engineer

Censornet are looking for an enthusiastic 1st Line Technical Support Engineer to join its support team.

The role

The role will involve assisting new and existing customers to install, use and maintain the company's key products, so an IT background is essential. Whilst extensive product training will be given, the person should already have experience of Windows and one other operating system and Windows network principles such as domains and Active Directory. The person should be an excellent verbal and written communicator and be happy to troubleshoot problems with a desire to find a resolution as quickly as possible.

Responsibilities

- Answer telephones, emails and live chat system
- Ticket creation and maintenance
- Provide both basic and more advanced advice to customers on the operations of our software
- Be able to diagnose faults in the configuration and setup of our software
- Be able to assist with installation and initial configuration of our products
- Escalate to the senior teams as necessary

The successful candidate will have the following skills and experience:

- Windows 10
- At least one other operating system e.g. MacOS, Linux, iOS, Android
- Experience with command line environments very beneficial
- Knowledge of web browsers such as Edge, Chrome and Firefox
- Knowledge of e-mail clients such as Outlook
- Experience of remote access tools such as TeamViewer, LogMeIn, Remote Desktop
- Windows 2012 server or above, Active Directory basics
- Excellent written and verbal communication
- Troubleshooting and resolution experience
- Experience of using a helpdesk ticketing system/CRM



The successful candidate can expect from us:

- Competitive salary
- Share Options
- Private Medical Insurance, Critical illness cover and Death in Service
- Pension
- 24 days holiday, additional days holiday for your birthday and standard UK Bank Holidays

About Censornet:

Censornet is the leading force in innovative and automated cloud security that offers robust, consolidated solutions for businesses. Our unique security platform and approach has led to more than 1,500 customers globally selecting us to protect their millions of users from a range of security threats. From the point of user access to deep granular transparency and control, our security suite helps organizations embrace the potential of the cloud without compromising security or limiting users. The company is headquartered in Basingstoke.