

Job Title: Technical Support Engineer

Department: Technical Support, London

Salary: Disclosed upon application

Introduction

Group NBT plc is a leading provider of domain names and Internet-related services. Established in 1995, the company has registered hundreds of thousands of domain names and hosts thousands of websites. With a wide range of services, Group NBT's clients come from many industries and include well-known companies including over 30% of the FTSE 100.

Group NBT plc currently has over 290 employees worldwide, with offices in London, Cambridge, Copenhagen, New York, Nice, Munich, Zurich, and Oslo. With five market-leading brands, Group NBT plc is now made up of the following:

- **NetBenefit**; providing high quality managed hosting services to SMEs in both the UK and continental Europe;
- **NetNames**: providing corporate domain name management to large organisations through its industry leading Platinum Service, which is now used by over 30% of the FTSE 100 and **Speednames Business** who offer the same service across northern Europe and the Scandics.
- **Easily.co.uk** and **Speednames.com**; top providers of cost effective web hosting and domain name services to European businesses and consumers.
- **Ascio**, which is responsible for the provision of domain name services indirectly through more than 300 partnerships. These partners primarily include telecom operators, web hosting companies, internet access providers and IP law firms.
- **Envisional**; solutions offering a suite of services that protect businesses from online [counterfeit](#) activity, [fraud](#), [piracy](#) and offer ongoing [brand monitoring](#) solutions

Brief Overview

Based in our London office the Technical Support Engineer's role is to provide mainly desktop support for local users and provide 1st/2nd line support for online and managed hosting services, looking at routine tasks rather than the customer facing tasks.

This includes tracking, prioritising and processing issues raised by the Help Desk, Sales Support and internal clients.

Issues must be dealt with in a timely and accurate fashion according to the company's service level agreements. Company processes and procedures need to be adhered to with problems being escalated to third line support or the Head of Service Delivery as appropriate.

Responsibilities

- New pc builds and desktop hardware support.
- Troubleshoot desktop support software issues.

- Manage issue tracker queues ensuring that problems are responded to accurately and effectively.
- Highlight areas where repeat problems are occurring and pass the details to third line with suggestions for long term fixes.
- Carry out data centre tasks such as new installations and hardware upgrades.
- Deal with 1st line support requests for the GroupNBT shared platforms (email, web hosting, DNS)
- Set up back up schedules, server monitoring, webspace, email and database services for managed server clients ensuring the sales database accurately reflects the components purchased.
- Liaise with the Systems Administration team for complex desktop problems and solutions.
- Perform basic problem solving and diagnostics for incidents and problems raised.
- Update the knowledge base and train help desk staff with known problems and work rounds or solutions.
- Adhere to established service level agreements agreed with customers.
- Renewal of software licences e.g. Plesk, Redhat.
- Provision and renewals of SSL certificates.
- To assist with any other ad-hoc duties where necessary.

Skills/experience required

- Some understanding of ISP industry.
- Experience working in a team-oriented, collaborative environment.
- Previous work within a support team or as a desktop support engineer
- Ideal role for graduate with 6months experience
- Basic knowledge and experience supporting Windows desktop systems.
- Basic knowledge of DNS
- Good knowledge of windows products such as Excel and Word.
- Hands-on systems troubleshooting experience.
- Some basic pc hardware knowledge.
- Strong written and oral communication skills.
- Strong interpersonal skills.
- Ability to present problems and solutions in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Strong customer service orientation.

Work Conditions

- Manual dexterity for working on computer terminals.
- Pleasant and clear telephone manner.
- Sitting for extended periods of time
- Lifting and transporting of moderately heavy objects, such as computers and peripherals. Manual Handling Training will be provided.
- 20% of work will be based at our data centres