

Technical Support Team Leader

Company overview

We are a family founded, fast-growing, multi-award-winning company providing managed hosting and cloud services to businesses and government. Our mission is to be the cloud partner of choice, we are customer focused and strive to deliver exceptional service, robust security and leading-edge technology.

Although founded in 2002 we pursue a start-up mentality to ensure we remain current in a highly competitive marketplace. Memset offers an extremely friendly environment, where you will be technically and professionally challenged, while being supported by the wider Memset team around you. We provide our team members with a solid benefits package, and are focused on training to help grow and develop both individuals and teams.

Job Function

Our **Technical Support Team Leader** manages our technical support team and also provides frontline customer support. We offer extensive in-house training, as well as assistance with exams/qualifications, purchase of relevant literature and a bonus for each qualification obtained.

Your responsibilities will include:

- Manage the Technical Support team including:
 - Ensure sufficient cover across early and late shifts
 - Maintain response times/resolution times according to customer SLA
 - Plan and implement training for new 1st line support recruits
 - Review and maintain quality of team responses
 - Identify and escalate issues to relevant team/dept
 - Identify training requirements for staff
 - Produce reports on team performance/KPIs
- Providing top quality ticket and phone based technical support to direct customers
- Provisioning servers for customers and assisting with customer backups
- 24/7 on call, on a rota basis (with compensation)
- Troubleshooting hardware/network/software problems
- Providing excellent customer support over phone and email.



Requirements:

- We're looking for a bright and ambitious individual with good knowledge of TCP/IP networking and internet protocols as well as basic systems administration skills - Windows/Linux or both (server setup and configuration).
- A good degree in science, maths, engineering or technology, or ability to demonstrate relevant IT experience is also required.
- Demonstrable excellent customer service skills as well as good problem solving abilities.
- Previous team leader/people management experience
- Familiarity with some webhosting software would be beneficial but not essential - Apache, cPanel, IIS
- Ideally you will have full UK driving license and relevant qualifications e.g. MCSE/LPI/RHCT/RHCE/ITIL
- Experience of managing a Servicedesk – Atlassian product experience beneficial

As part of the recruitment process you will be required to complete personality profiling, aptitude tests as well as a basic DBS check.

Benefits:

discretionary bonus, private healthcare (incl dental), life insurance, critical illness insurance, 25 days' holiday plus bank holidays, holiday reward scheme, childcare vouchers and many more.

Location:

Memset Head Office: Unit 87, Dunsfold Park, Stovolds Hill, Cranleigh, Surrey, GU6 8TB

Due to our rural location you should be able to drive and have your own car. Alternatively, we offer a shuttle bus service from Guildford train station via Godalming.

How to apply

If you would like to apply for this role please send your CV and covering letter to jobs@memset.com.