ESPA

Technical Support Engineer Internship (SIPSU0808)

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Role

The intern will be the first point of contact for a leading cloud services company whose customer are experiencing technical issues with their product.

The role takes responsibility for handling the service contacts in a timely, courteous and professional manner, and managing the issues through to resolution. After training the intern will be a source of expert advice and information for customers and internal users alike and responsible for ensuring customer satisfaction when dealing with the Technical Assistance Centre.

Tasks

- Handle issues raised on email, by phone or through ticketing system
- Troubleshoot system and network problems, diagnose and solve faults
- Prioritise issues and log on to system
- Take ownership of fulfilling a communications plan with customers
- Arrange for hardware replacements as necessary including liaison with 3rd parties to complete service restoration
- Provide overflow support to Solution Engineering for project tasks as required
- Management of Cloud Services lab to ensure that all deployed functionality is tested in a lab environment
- Establish a good working relationship with customers, vendors and other suppliers
- Testing and evaluating new technology appropriate for the company's Cloud Services.

Desired Skills

- IT skills appropriate to Cloud Services, i.e. Microsoft Office, Linux, portal use
- Knowledge of IP networking, IP telephony, fault finding and troubleshooting skills
- Ability to learn new products as required within Cloud Services (e.g. BroadCloud, Dubber, Lifesize)
- Excellent oral and written communication skills
- Energetic customer focus

The Host Company

The company is a multi-awards winning systems integrator to support Service Providers launch innovative Cloud Telephony services via the deployment of various products to create a single, integrated and centralised platform. Thanks to their exceptional reputation in the Unified Communications across Europe, they double the size of their business within 2 years. They have a clear focus on innovation with the objective to become the leading Unified Communications technology enabler in Europe.