2nd Line Technical Support Analyst
Location: Wakefield

Due to business expansion an exciting opportunity has arisen for a 2nd Line Technical Support Analyst to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers. We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family. We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of
Technology Solutions
Cyber Security
Cloud Solutions
Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, One that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

Investment in the talent, skill and dedication of our people translates into world class customer service making sure we deliver it on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further successful growth, and be instrumental in the guiding and developing technical excellence.

Brief Role Description:

Concorde is looking for an experienced 2nd Line Technical Support Analyst to join their busy Second Line team. As a Second Line Analyst, you will be the second point of contact for end users and a representational face of IT. for end users who require support. You will deal with all escalations acting as a liaison between the 1st line, Field Service and 3rd line teams. Working closely with the 3rd line teams ensuring that fixes are added to the knowledge base and that the information is communicated to the rest of the Service Desk team to aid future troubleshooting. You will be responsible for ensuring all support incidents, requests and problems are logged in the company's ITSM toolset and are resolved in line with the IT. departments SLA's. Acting as a mentor for the 1st line team you will help promote a shift left culture enabling faster call resolution for the end user community.
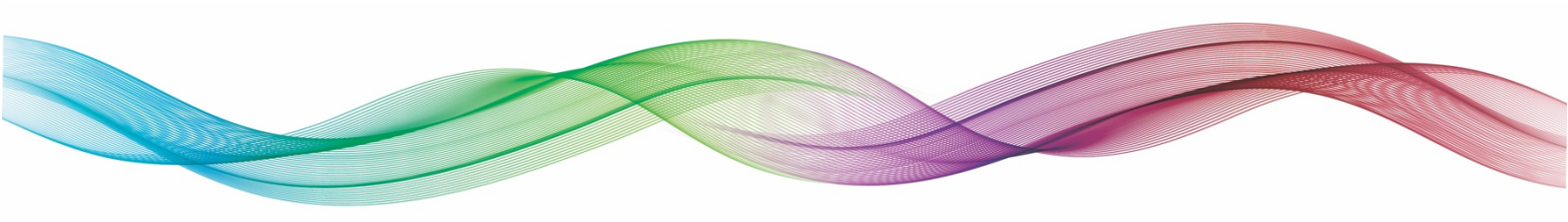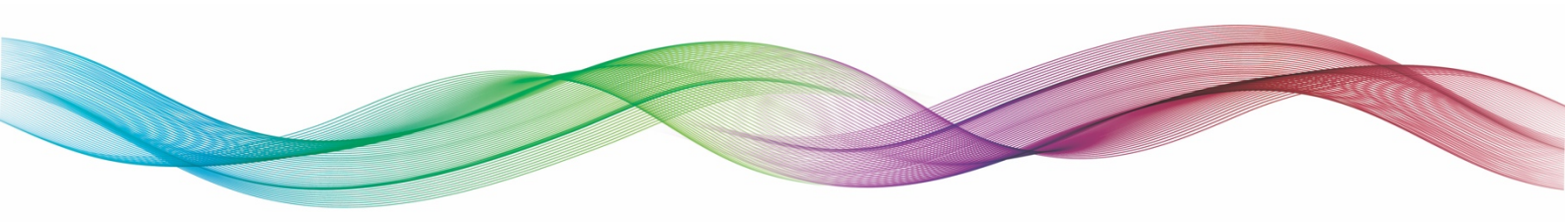
Responsibilities for the role may include some of the following:

- To provide remote technical support to the customers user base to achieve contractual Service Level Agreements
- The ability to communicate technical issues to a non-technical audience
- Incident Management of major incidents
- Document all technical solutions within the Service Desk knowledge base
- Provide technical support to 1st Line Service Desk Analysts
- To record all incidents / changes within the Concorde's service Desk tool
- Contribute to delivering a 70% remote resolution target
- Convert 65% of contacts (phone calls and mails) to events
- Resolve 12 incidents / changes / service requests per day
- Answer inbound phone calls where required
- Make outbound phone calls to customers keeping them informed on a regular basis
- Review and update 'known errors' dB
- Incident / change / service requests assignment to appropriate Service Department
- End to end ownership of all incident / change / service requests through to closure
- Ability to provide a positive Service Desk experience
- Build internal / external relationships through effective methods of communication
- Identify and work towards service improvements
- Assess, prioritise and manage workload ensuring contractual obligations are achieved
- Contributing to delivering team performance to adhere to Group Information Security Policy.

Skills, Knowledge and Experience (Essential)

- Minimum 2 Years working in IT Support
- Good understanding of networks.
- Good troubleshooting experience.
- Excellent telephone manner.
- Ability to work under own initiative.
- Be available for 24/7 Rota if required.
- Full clean UK driving licence
- Ability to operate within a team.
- To adhere to group information security policy.

Technical Skills, Knowledge and Experience (Desirable)

- VMware Support.
- Active Directory Support.
- MS Exchange Support and Administration.
- Terminal Services Support (MS, Citrix).
- Dell SonicWALL Firewall Support.
- WatchGuard Firewall Support
- Basic Cisco Routing and Switching Support
- Basic Understanding of IP routing and switching
- Understanding of Internet Connectivity (ADSL / SDSL / MPLS)

Benefits Include:

- An industry matching salary plus car allowance.
- Pension Scheme with significantly higher matched contributions
- A tailored professional and personal development plan.
- Receive up to 10 days training per annum, relevant to your position.
- When you join Concorde, you'll get your pick of our amazing company perks from Perkbox.
- Free financial wellbeing advice from Alexander Beard Group
- Childcare voucher scheme.
- Work in attractive office space with plenty of free parking – The Concorde HQ office has: Pool, darts, table tennis, table football, air hockey, Console Gaming and TV's, Things can get competitive.
- Take part in our regular events and activities outside of work. for charity or just for fun
- Birthdays off as a paid holiday
- An extra week holiday the year you get married
- Referral scheme for bringing superstars to the business
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Interview Process:

- **First stage:** This will be a 20 minute – 30-minute recruitment conversation with one of Concorde's Recruitment team
- **Second Stage:** This will be a 30 minute – 60-minute technical conversation with one of Concorde Technical managers
- **Third stage:** A face to face interview in Wakefield HQ office with a member of the Concorde Senior Management Team;
- **Final Stage:** This is offer and agreement of a start date. Start day is usually a Monday @ 9:30am dependent on your availability.

If you're seeking an exciting and challenging role where you can use your skills and learn new ones, whilst influencing the success of growing business then apply now and one of our Internal Recruiters will contact you, to discuss your experience and skill-set.

Please send your CV together with details of salary expectation to: recruitment@tctg.co.uk

Further information on the Concorde technology group can be found at www.tctg.co.uk

Concorde Technology Group are an equal opportunities employer and welcome applications from all sectors of the community.