

Field Services Technical Presales Engineer

Job Purpose:

We're looking for a Field Services Technical Presales Engineer with previous experience in a technical support role. This is a desk-based role; the primary role will be to quote customers for chargeable work. You will need to be able to design and deliver the solution.

The successful candidate should be a driven individual, that enjoys problem-solving and taking control of situations to drive home technical solutions whilst putting our customers' needs first.

Some of the technologies the candidate would be expected to deal with include: Microsoft Windows Server and desktop OS, IP Phones, general telephony, printers, desktop and server hardware. There would also be a strong need for a good base networking knowledge this would be mainly, but not limited to, Cisco.

Reports to:

Field Services Team Leader

Department:

Technical Support

Job Dimensions:

- Designing/Spec technical solutions
- Quoting for additional work and chargeable work
- Liaise direct with customers to obtain their requirements and spec the correct solution
- Work to strict Service level agreements (SLA)
- Travel to customer sites if required
- Complete new installs and assist field engineers when required

Working Arrangements

The position offered is based out of Aspire's Gateshead Head Office. However, you may be required to travel to work at customer locations throughout the UK. Predominately in the North of England.

The working hours are normally Monday to Friday, 09:00-17:30 with 1hr for lunch, although extended hours may be required to meet customer requirements.

It is expected that the successful candidate will be able to accommodate changes to their working hours and also be available to work weekends & evenings as required.

Main Duties and Responsibilities:

A highly motivated and conscientious individual, your main areas of responsibility will include:

- Incident management
- Providing quotations to customers and responding to any technical queries
- Liasing with customers to find and design the appropriate solution to meet their needs
- Support customers and provide a great level of customer service

Knowledge, Skills, and Experience Required:

A high level of technical skills is essential for this role, with a fundamental understanding of Networking, Microsoft products, telephony and virtualization.

- At least 3 years experience in IT
- Integration skills and working with different departments (Provisioning, First line, Escalations team, Team networks and Customer services)
- Good understanding of general server, storage, and networking technologies
- Good communication skills
- Good documentation skills
- Customer focused
- Able to work well as part of a team and individually
- Maintain awareness of new and emerging technologies
- Decision making – displays a willingness to make decisions; exhibit sound and accurate judgment and include appropriate people in the decision-making process
- Highly motivated – Sets and achieves challenging goals
- Quality management – ability to look for ways to improve and promote quality.

Qualifications Required:

Although no formal qualifications are essential for this role, the successful candidate should have relevant work-related experience, attained a good all-around standard of education and have a good knowledge of current IT technologies.

Desirable Skills/Knowledge

- Windows Desktop Exam (Windows 7+)
- Server Exam 2008 R2+
- Mitel
- Strong troubleshooting ability
- Networking fundamentals