

seriun®

Join our team

Service Desk Engineer

Job Description



About Seriun

A strong team of tech ninjas and industry experts

Founded in 2003, Seriun are an award winning fully Managed Service Provider. A team of 30 who specialise in delivering IT services, Telecoms solutions and bespoke software development to a wide range of industries. Seriun invests in its people and encourage work to be enjoyable and rewarding.

Our vision and purpose are to inspire and empower everyone to get the best out of technology. Empowering you to progress your career in what you love to do. We pride ourselves on delivering excellent customer service and solutions, empowering our customers to do the same for *their* customers.

Inspiring and engaging our team

Last year we launched Inpowa – our employee engagement tool to drive reward and recognition throughout the team. It integrates with Autotask, our Business Management software, allowing us to actively reward you for the great work we do. Results lead to 'diamonds', which translate into prizes, everything from a KFC bucket to a trip for two to a holiday destination abroad.

A promotional graphic for Inpowa, an employee engagement platform. The background is a vibrant purple and pink gradient with stylized clouds and a city skyline. On the right, a superhero character in a blue suit and yellow cape stands on a tall, pink, cylindrical pedestal. To the left of the character, there are three smaller, similar pedestals of increasing height. The text 'EMPOWER YOUR TEAM' is written in large, bold, pink letters at the top left. Below it, a paragraph describes the platform's purpose. Further down, three circular icons (a game controller, a target, and a trophy) are paired with the text 'Engage with gamification', 'Recognise performance', and 'Reward and celebrate'. At the bottom, the phrase 'Level-up your business!' is written in large, bold, yellow letters. The bottom left corner features the text 'incubated by seriun' and the bottom right corner features 'inpowa.me'. The word 'INPOWA' is written in white at the top right.

EMPOWER YOUR TEAM

Motivate and inspire your people with Inpowa's cutting edge engagement platform.

Integrated with your business management software, Inpowa drives performance with rewards, keeping your team happy and hungry for more!

- Engage with gamification
- Recognise performance
- Reward and celebrate

Level-up your business!

incubated by **seriun**

inpowa.me

INPOWA

The start of an exciting new career

Service Desk Engineer

This is a fantastic opportunity to join an award-winning Managed Service Provider and be part of our growth journey and success story.

Location

This role is based either in our Barrowford office, Manchester office and will have a flexible working option after probation based on the company flexible working policy.

The Role

This is an opportunity for a dynamic Service Desk Engineer to join a fast growing IT Managed Service Provider. The role will be based within our Service Desk, working on tickets and directly assisting customers. Initially office-based with scope to work on-site.

Due to expected growth within the business, the suitable candidate will progress into 3rd line and project work in the future. We take a proactive view on progressing employees careers and don't restrict Service Desk Engineers purely to ticket work.

General duties will include:

- ▶ Resolving customer issues via a ticketing system, phone and email.
- ▶ Working to Service Level Agreements
- ▶ Working with network devices such as Cisco and HP
- ▶ Switching configurations and troubleshooting including Cisco, Meraki, HP.
- ▶ Firewalls and Router configurations and troubleshooting including Meraki.
- ▶ Windows Server troubleshooting including 2012/2016/2019 versions.
- ▶ Windows endpoint troubleshooting including Windows 7 and Windows 10.
- ▶ Office 365 Administration including troubleshooting and setting up.
- ▶ Vmware knowledge would be desirable but not required.
- ▶ General TCP/IP, Lan, Wan and VPN troubleshooting.
- ▶ Building solid relationships with customers.
- ▶ Delivering suitable on site work when requested by other teams within the business, such as delivering hardware or very basic setup within experience range to assist with any resource limitations within the business.

About You

You will have:

- ▶ Two years' experience in end-user support.
- ▶ Excellent customer services skills
- ▶ High level of interpersonal skills
- ▶ An ability to accurately triage technical requests.
- ▶ A valid UK driving license.

Salary and Benefits

Salary - £21k - £27k depending on experience.

Our people are important to us, so we believe in looking after them as best we can. We have an engagement policy with perks and benefits, including:

- ▶ Tools to get the job done – A new high-spec Dell laptop and mobile phone expenses
- ▶ Cashback Healthcare Plan
- ▶ Career and personal development
- ▶ Annual away day for feedback and positive change
- ▶ Fun CSR activities, friendly environment and relaxed workplace
- ▶ Social days/evenings out and the Seriun festival (Coming soon)
- ▶ Hot lunch on last Friday of every month, with a catered-for style lunch every quarter
- ▶ Xmas parties (which are on another level!)
- ▶ Weekly fruit basket, tea, coffee and fruit juice provided
- ▶ Inpowa - employee reward system – prizes for the great work you do
- ▶ Annual Incremental holidays (maximum of 5 extra days after 3 years' service)
- ▶ Ability to purchase holidays
- ▶ Long service rewards and awards
- ▶ Pension Scheme
- ▶ Career Progression policy of internal recruitment over external
- ▶ More to be announced soon...

The social side of Seriun

We strive to keep our people engaged and motivated.
Here's a few of our best bits over the years...



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