



Support Engineer

About Us

Automation Consultants is a leading Agile and DevOps consultancy, dedicated to improving business performance through digital transformation and software automation. We are specialists in Atlassian and AWS, delivering industry recognised automation solutions, software development and technical support. Our customers range from start-ups to global organisations.

The Role

Our highly skilled Support Engineers work through complex client issues and answer a diverse range of support tickets.

The role includes client project work; including software upgrades, migrations and optimisation projects. Support Engineers will also write thorough and articulate articles in our internal knowledgebase, creating a clear guide to assist clients with future issues.

This is a diverse and fast-paced role that requires wide technical knowledge, the ability to problem solve and adopt new technical skills quickly.

Responsibilities and Duties:

Support Delivery

- Provide technical support to our international customers on their use of our partner systems.
- Responsible for prioritising and managing service requests and incidents.
- Contributes to and improves our documentation through your ongoing experience with customers.
- Uses technical competence and implementation experience to develop functional and technical solution skills.
- Responsible for the delivery of stand-alone technical projects.
- Proactively monitor client systems to prevent future incidents.
- Participate in providing flexible cover to an international client base on a regular basis.

Customer Management

- Being the client's first point of contact advising them through situations and proposing clear and simple solutions to answer to their requests within the defined SLA.
- Developing customer relationship and expectation management skills by independently working with customers.

Leadership

- Helping Automation Consultants to continue to develop new talent by helping to mentor and assist new starters during the onboarding process.



Qualifications and Skills:

Essential

Experience using at least two of the following programming languages; Java, JavaScript, Python, C, C#, C++, SQL or Groovy

A relevant and strong degree within a STEM based subject, 2:1 minimum

Strong interpersonal skills with the ability to manage multiple ongoing work priorities and deliver to strict deadlines

The passion to learn new skills and procedures in order to be an effective member of the team

Strong written and verbal communication skills with an understanding of customer management.

Previous experience working in a similar role or role with transferrable skill sets within the tech sector

Nice to have

Experience of using or administering Atlassian software such as Jira and Confluence.

Experience working with public Cloud solutions, such as AWS, Azure or GCP.

Experience administering windows and Linux based servers

Experience using and managing application performance monitoring tools

Experience in a customer facing service delivery role

Salary and Benefits: £32,000 - £40,000 Per Annum

- 33 days holiday (*including bank holidays*)
- Pension Scheme
- Flexible working hours and environment
- Private Healthcare
- Dental insurance
- Dedicated ongoing training plan and budget
- Top Spec Machine and access to virtual test lab
- Onsite gym, showers, yoga lessons and more.
- A subscription to Perkbox (dozens of offers, discounts, free gadget insurance, 2 for 1 cinema tickets, etc.)
- Regular company-wide events, team social events, including Hackathons and competitions