



## Graduate Support Engineer

**Salary: Competitive**

**Location: Reading, Berkshire**

**Start Date: Immediate**

Automation Consultants are a leading, dynamic and forward-thinking company in the technology industry. We work with a number of companies across the UK, delivering industry recognised automation solutions, software development and technical support.

We are a fast-growing company currently recruiting an exceptionally talented individual to join our team as a Graduate Support Engineer. We pride ourselves on our contemporaneity and innovation and welcome applications from ambitious, energetic and driven individuals.

## Your Role

Reporting directly to the Head of Support, the Support Engineer will work through complex client issues and answer a diverse range of support tickets. You will work with the consultancy team in occasional client project work; including software upgrades, migrations and optimisation projects. To assist our clients, the Support Engineer will also write thorough and articulate articles in our customer 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.

## The successful candidate will have:

- Excellent verbal and written communication skills with the ability to communicate with clients and stakeholders at all levels
- Demonstrable and vast technical knowledge to answer and resolve varying and complex issues
- Ability to think on your feet and not be phased by the fast-paced nature of the role
- A relevant and strong degree within a Computer Science based subject
- The passion to learn new skills and procedures in order to be an effective member of the support team
- Proven ability to work independently and still deliver to strict deadlines

## Working at Automation Consultants:

- You will receive thorough induction training, covering a range of tools, languages and operating systems, from our leading consultants
- Receive ongoing training and development, and the opportunity to obtain further industry recognised certifications
- Learn from and work as part of a dynamic and highly skilled team
- Clear career progression with the opportunity to grow with the company



Ongoing training & development



Flexible working hours



25 days holiday



Generous pension scheme



Regular team social events



Perkbox account