

IT Support Technician

Our Technical Operations Team includes Technical Support Engineers and Full Stack Developers who together develop, deliver, and support the Riskex suite of software packages under both our flagship health and safety software brand AssessNET and award-winning Covid management platform, Safe2Day. As part of our expansion plans, we now require an IT Support Technician with a strong background in troubleshooting, technical fixes and knowledge of MS SQL to ensure the delivery of exceptional customer satisfaction and a personalised service.

Reporting to the Technical Operations Project Manager, you will be responsible for providing 1st line telephone, e-mail, and face-to-face support to the user base. You also carry out a range of tasks surrounding the existing IT infrastructure alongside the development and implementation of new systems.

Key Responsibilities & Critical Success Measures

- Achieve defined SLAs and KPIs for first- and second-Line Support Tickets, ensuring that they are dealt with quickly and to the client's satisfaction
- Write, execute and update SQL queries
- Manage the on-boarding processes for new clients and attend remote client meetings
- Participate in discovery workshops with clients and team members to map out customer processes
- Update the ticketing system, escalating to third line support when necessary, ensuring all troubleshooting methods are followed
- Ability to work as part of a team, contributing to and supporting the team utilising individual and shared learning and development
- Report to key stakeholders externally and internally on project and support ticket progress
- Complete project administration and produce project documentation as required
- Build and maintain product knowledge: understand the business and technical problems that our solutions address

Candidate Profile

- Excellent attention to detail, strong troubleshooting and information gathering skills
- Have a pro-active approach to work, a self-starter
- As a collaborative team player, you will demonstrate a high sense of ownership and urgency to get the job done
- Experience of dealing with high volumes of Help Desk tickets
- Problem solving - identifying, understanding, resolving and learning from problems
- Well-structured and organised, able to prioritise work and work under pressure
- Able to deliver a high level of customer service in both written and verbal communication
- Eager to learn new skills and invest in personal development
- Knowledge of administration of Microsoft 365 (Office, Teams, SharePoint)
- Experienced in using help desk support management software such as Freshdesk will be beneficial
- Passionate about delivering the best customer experience possible and contributing to a strong, customer-centric company culture

About Riskex

Ground-breaking innovators of cloud-based software since 2004, Riskex delivers the market-leading Health, Safety and Covid-19 management software brands – AssessNET and Safe2Day. Based in luxury offices in Milton Keynes, our technology is trusted by household names, such as Ikea, Ocado and University of Cambridge, along with many other blue-chip organisations who rely on our technology to keep their employees safe and to protect their businesses from risk.

We are an established business with a strong financial base but have the agile mindset of a start-up. Having proven our technology in a highly competitive landscape, we now want to scale our business to move to the next level.