

Client System Support Engineer (Field)

Jigsaw24 are the most magical IT company, providing Insanely Great creative technology to more than 25,000 enlightened customers, including businesses, creative professionals, media companies, education institutions and prosumers.

We are looking to recruit a Client System Support Engineer who will be working within the contracts team based from our London office. Their primary role will be to support some of Jigsaw's largest customers. The role will involve primarily working on OS X platforms but with some Windows Server work.

WHAT WILL I BE DOING?

The main purpose of the role is to act as the primary point of support for end user problems on-site.

The engineer will form part of the contracts team providing 1st and 2nd line support to the customer base including fault resolution, health checks, hardware support and triage.

The successful candidate will also be a trusted advisor for the customers ensuring their skills are kept up to date by a combination of training arranged by the company and self-study.

MY RESPONSIBILITIES WILL INCLUDE:

- Provide support for all covered equipment including OS X and Windows client based support, network patching / cabling, client software, storage and server issues.
- Act as the on-site eyes and hands for the third line engineers based out of Jigsaw HQ in the event of any major infrastructure outages or issues to provide the best possible response and service level to the customer.
- Ensure all jobs are completed within the service level agreement (SLA).
- Ensure all work complies with all AASP regulations, best practice, and industry standards and to the customer's expectations.
- Update internal CRM systems accordingly and are completed within the agreed service level time frames (SLA).
- Update service manager and sales team on progress of jobs and resolutions via internal CRM / phone and email as required.
- Escalate to Jigsaw24 HQ 3rd line support as is required.
- Escalate incidents where, external parties or providers are involved, to external companies and work with them to provide a resolution.
- Organise shipments of kit, install loan and new kit, migrate data and ensure that end users are up and running where hardware is required.
- Advise as required on sales of new equipment and pass enquiries onto the appropriate sales teams as appropriate.
- Ensure jobs are fixed first time wherever possible.
- When providing telephone or remote support, ensure that instructions are clear, concise and carried through to completion.
- Set an accurate customer expectation of resolution times for the issue experienced, evaluating each case independently.
- User training on Apple (primarily) and some Windows based devices.

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- There may be some travel involved as part of the role. Travel between customer sites is expected as part of day to day activities and the occasional longer journey to more remote sites (expenses fully paid, travel / accommodation).

WHAT WILL I NEED TO HAVE?

ESSENTIAL EXPERIENCE:

- Experience with desktop support
- Experience with remote and/or onsite support
- Minimum of 1 years experience in a similar role
- Experience working with Apple Hardware
- Full UK Driving License

DESIRABLE EXPERIENCE:

- Hands-on experience with a variety of hardware vendors
- Experience with backup and solutions
- Experience in working with external customers
- Experience with Mac OS X and Unix/Linux architecture
- Preferably certifications within Apple, Microsoft, ACMT or other Apple Certifications (previous or current)

KEY SKILLS:

- Good customer facing skills and positive outlook
- Fault finding skills with Software / Hardware
- Good written & verbal communication skills
- Apple OS X Client
- Be flexible and customer solution focused