



Vacancy – 1st Line Support Engineer

Job title:	1 st Line Support Engineer
Reference:	0036
Salary:	£.competitive. plus benefits
Reporting to:	Technical Operations Manager

Position Type:	Permanent, Full-time
Location:	Lincoln
Centre:	L.B. Foster Netpractise
Closing date:	10/09/2021

Outline: This 1st line support engineer will work within an innovative software company based in Lincoln, providing technical support to end-users. This role will suit applicants leaving education or switching from a career in another field, who have a good working knowledge of PCs and Windows.

Indicative Responsibilities Include:

You will be joining a friendly, close-knit team of support & projects engineers to learn and support our products. Full training will be provided on our software and relevant Microsoft technologies, and a candidate with a positive attitude and willingness to learn will have excellent opportunities to progress and develop within the company. As the software division of a global engineering company, we work on exciting and varied projects and develop software products for a range of industries including rail, utility maintenance, aerospace, banking and local government amongst others.

The role involves the following responsibilities:

- > Working on the help desk.
- > Logging phone calls and emails from customers and internal departments.
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- > Troubleshooting problems and working methodically to resolve the issue.
- > Escalating more complex issues to 2nd line support and absorbing feedback to understand root causes.
- > Closing off tickets and following up where necessary to ensure our customers are happy with the service they have received.
- > Testing and deploying software updates, manually and via automated tools.
- > Updating user and technical documentation.
- > Building PC's and maintaining asset registers and system documentation.
- > Attending customer sites for hardware break / fix (replacement of hardware) or software deployment.
- > Being on an on-call rota to respond to infrequent support tasks from key customers out of office hours.

Skills & Experience Required:

- > A good, technical understanding of current Microsoft Windows desktop operating system environments.
- > Good working knowledge of networking fundamentals.
- > Basic PC hardware component knowledge.
- > Good technical troubleshooting skills.
- > Professional in appearance and telephone manner.
- > Full Driving License.
- > Any experience of the following technologies would be a bonus:
 - > Microsoft Server operating systems.
 - > Microsoft SQL Server database.
 - > Microsoft Internet Information Services.

To Apply:

You can use email, enclosing a current CV & cover letter, quoting the job title & reference to

ukcareers@lbfooster.com

For more information please contact the Human Resources Team on UK 0114 256 2225 (no agencies)

LB Foster Europe

Head Office: Stamford Street, Sheffield, S9 2TX

Other locations: London, Nottingham, Lincoln, Herne (DE)