

Support Engineer – GetBusy



New role: Support Engineer

Who we are

GetBusy <http://www.getbusy.com>

An AIM-listed software group with two leading document management products and a game-changing productivity and communication product in development.

What we are looking for

An awesome, up-and-coming Support Engineer who can help us take over the world. We are looking for the best and brightest to join our talented team in the UK.

Where we are

HQ - Sawston, Cambridge, UK

The opportunity

We are building something very exciting, and we need more kick-ass support engineers! You'll need to be smart, eager to learn and highly motivated to make the grade. The opportunities for personal growth are enormous, only limited by how much you want to make a difference.

The team

The talented Support Team deals with varied support requests for multiple pieces of software used by thousands of companies and their clients across the globe.

A mixture of ages and experience level, the team is dynamic and fast paced, striving to be the best Support Centre in the world.

What the support team offers you:

- The opportunity to be part of a fun, friendly and motivated team
- The opportunity to learn from and be inspired by skilled colleagues
- The opportunity to teach and inspire others
- The opportunity to develop your skill set
- The opportunity to make your mark and, in doing so, make us better

The role

We are currently looking for a Support Engineer to join our fast paced Support Centre.

The Support Centre provides support to our software suite that is deployed at over 2400 sites across the world.

The purpose of the role is to provide inbound phone support for GetBusy Clients. We are looking for someone with an excellent customer service focus who has the ability to identify and resolve technical issues, provide implementation assistance, workarounds and solutions via telephone, remote support and email.

This is an ideal opportunity for someone looking to break into a career in IT support with good opportunities for progression.

Essential skills & experience

- Experience with Windows
- Excellent telephone manner
- Excellent communication and interpersonal skills
- Helpdesk and / or service desk background
- Team Player
- Ability to cope calmly in a high call volume environment

Helpful skills & experience

- Knowledge of MS Office
- MS SQL Experience
- Incident Management
- Experience with a call logging system
- MS Server Environment exposure
- Printer / Scanner device installation/troubleshooting

What you need to be

We're looking for a certain type of person. Rockstars! We want people:

- that are absolutely aligned with our [values](#).
- that are ambitious
- that care
- that take ownership of and pride in their work
- Hands-on approach with a flexible and positive attitude
- with excellent communication and inter-personal skills
- with the ability to fully participate in a team environment
- with the desire and ability to learn quickly on the job
- Strong attention to detail
- Interest in helpdesk support or software analysis, or similar

Benefits

As well as getting to be part of an awesome team doing amazing things you'll get to be part of the family and enjoy all the benefits that brings:

Express yourself

Dress how you wish when you're in the office 🧢

Be yourself

Be yourself. We are like family, and like family, we accept you for who you are 🌈

Flexible hours & remote working

Some things cropped up! You need to be at home to let the plumber in or the kids need picking up from school - no problem. Want your week to be 8-4:30 instead of 9-5:30 then we will do our very best to accommodate. We're relaxed, as long as it works itself out and it doesn't stitch up our customers or our team. We're working hard to create an environment where you can work effectively from anywhere 🏠

Duvet day

You wake up. It's cold. Stay in bed. One unplanned duvet day a year! Catch up on that box set everyone is talking about 🛏

Your birthday

Take the day off and enjoy 🎁

Generous holidays

20 days holiday + 1 extra day for each year with us (25 max) + 8 days bank holiday + 1 duvet day + 1 birthday day = *30-35* days a year 🗓

Get the heart pumping

Join a table tennis tournament, head to the park for Sprint Club for a Tuesday lunchtime bootcamp experience, join in with basketball, Core Club on a Thursday followed by football on a Thursday night. 🗨 ⚽ 🏃

We'll keep you going

Got a deadline and pushing hard? We'll pick up the tab if you work through lunch, and dinner is on us if you work late into the evening 🍔

Tax free kiddiecare

Use our childcare voucher scheme to save up to £933 a year! 🧐

Away days

Depending on your team, you're guaranteed to get away to do something uber fun together at least once a year 🏠

Decent kit

No rickety old tin here - we'll make sure you have great gear and tools to make your days sooooo much easier. We'll also arm you with a nerf gun and enough ammunition to barely defend yourself on your first day 📦

Get in the game

Jump on the playstation or xbox whenever you like - not a gaming geek - maybe the dart board is more your thing 🎯🎮

Save yourself

Why pay full whack if you don't have to? Make tons of savings on a bunch of things from top retailers via <http://www.edenred.uk.com> 🛒

Good times

An awesome family summer party and a stellar Christmas knees-up mean we always have plenty of stuff to laugh at each other about 🤡

Office

Whilst we work to create an all round awesome office experience in every country, there's a minimum you can expect...

Unlimited tea & coffee!

Decent coffee and fancy tea - if you're an instant coffee drinker... well... don't worry... we'll educate you ☕

Just chill

Ping pong table, consoles, darts and some very competitive leagues in them all 🎮

Cheers

There will always be a beer in the fridge for you to reward yourself for a hard days graft 🍺

Toastie Tuesdays

Get dirty with double cheese and throw in some beans from the help-yourself toastie bar when it's around 🍷 .

Sound good?

Send your CV and covering letter to alex.kowalski@virtualcabinet.com