1st line Support Technician

Hours: Part-time (28 hours per week)

Key tasks of this role include:

Public-i has been designing, developing and delivering Connect software for more than 15 years to our clients – it's our primary webcasting product we've built our reputation on. During that time we've worked just as hard on ensuring we can provide our clients with the highest possible standards of support and customer service – with our customer delivery team on hand to ensure all our clients' webcasts run smoothly.

This is a part-time role and will be within our service desk. The working pattern for this role is Monday, Tuesday, Wednesday and Thursday of each week. Working hours will be 3pm-10pm on these days. This is mainly a remote working post but there will be a requirement to attend the office as required.

Main duties and tasks:

- Monitoring and testing live streams.

- Manually processing, editing and publishing files using video editing software and in house systems.

- Answering emails in a timely manner.

- Escalating technical issues and raising tickets for less urgent issues or queries via our CRM. – Remote support - Troubleshooting technical issues and or escalating hardware and software issues.

- Updating the ticketing system, ensuring all necessary information has been logged, and the required actions have been accurately documented.

Responsibilities:

- Providing remote troubleshooting support to our clients.

- Communicating directly with our clients, explaining the issue and next steps to a resolution.

- Actioning your findings by either resolving the issue or escalating to the appropriate department where necessary.

- Update the ticketing system, ensuring all necessary information has been logged, and the required actions have been accurately documented.

- Continuously refine your knowledge and understanding of Public-i software and hardware technologies used by our clients.

- Maintain a professional client focus at all times.

Skills:

- Good interpersonal skills

- Excellent time management and organisational skills

- An understanding of IP based networking

- An understanding of video and audio equipment

- The ability to stay calm under pressure, prioritise workloads and manage time productively

- Self-motivation and planning skills