

Position: Support Team Leader
Reports To: Managing Director
Location: Kirmington, North Lincolnshire
Salary: Subject to experience

🏠 **Head Office:**
Concorde House
Kirmington
North Lincolnshire
DN39 6YP
United Kingdom

📞 +44 (0)1472 269 243
✉️ info@keyzo.co.uk
🌐 www.keyzo.co.uk

Keyzo IT Solutions Ltd are looking for an IT Support Team Leader to join our rapidly expanding business.

We are a well-established creative design and technology agency based just outside of Grimsby with a regional office in Sheffield. We offer professional digital marketing and software development solutions to businesses throughout the UK and Worldwide. Our sister company Bytron Aviation Systems are specialists in developing flight data management systems for the aviation industry on a global scale.

Your Job Role:

As the IT Support Team Leader, you will be responsible for heading up our Tier 1 support team, currently a team of 4. The Tier 1 support team are the first point of contact with support tasks, calls and helpdesk tickets across the business. Tier 1 troubleshoot and attempt to fix problems themselves then escalate to development teams, if necessary.

When Tier 1 support members have no support tickets/calls to deal with they look at proactive ways to improve our internal infrastructure and implement new technologies to upsell to our existing client base.

As support team leader, you will be responsible for ensuring the Tier 1 team are proactively dealing with support tasks effectively in a timely manner and ensuring that support is quoting and invoicing clients where necessary.

Duties and Responsibilities

- Ensuring all support requests are communicated, updated and dealt with in a timely manner via our support system.
- Ensure the support team are working effectively and that the customer experience is exceptional.
- Looking at ways to reduce the amount of support enquiries we receive through educating clients.
- Getting hands-on with any of the support phone calls, emails, or tickets within our support system
- Investigate proactive support packages we can provide to clients to improve profit margins.
- Maintenance/security tasks and penetration testing on our live web/email servers to maintain maximum security.
- Setup new servers and PCs both internally and externally.
- Daily scrum meetings with the team.
- Email, DNS, Hosting, PC and Linux Server Security Updates Support Tasks
- Server support back ups
- General IT Support in the office
- Microsoft Server and Active Directory knowledge and advantage but not essential



What We Expect:

- Ensure our systems are secure and kept ahead of new technologies
- Have extensive knowledge of Linux, WHM, cPanel
- Have experience with Amazon Web Services (AWS)
- Have experience of Windows OS including Active Directory
- Be able to setup emails on multiple devices and be able to setup PC's/Laptops for clients and the internal team
- An understanding of programming in PHP and can support WordPress and Magento with regards to security patches that are often released would be an advantage but not a necessity.
- For this role, we would require you to join our 24/7 support rota, which you will receive additional pay and have full training.

Key Skills and Competencies:

- Strong customer service and support focus with a desire to deliver a high-quality customer focused service
- Self-motivated and highly professional with ability to lead and take ownership and responsibility
- Ability to multi-task, work under pressure and to tight deadlines
- A desire to learn and improve skills and knowledge
- Adaptable and flexible to business demands
- Strong organisational and planning skills
- Positive 'can-do' attitude
- Extensive problem solving and troubleshooting skills
- Excellent interpersonal and communication skills

Location:

Our Headquarters are situated one mile from Humberside Airport in the small quiet village of Kirmington. We are surrounded by the picturesque Lincolnshire countryside idea for a lunchtime walk. The local pub and St Helen's Church are a couple of minutes away.

Additional Benefits:

- Free Parking - loads of space in private car park outside our office building
- We have a spacious building with a kitchen area and 'chill zone' / games room
- We offer bonuses based on productivity
- Flexible time/shift patterns
- Can work from home occasionally
- We all use state of the art technology and gadgets
- Work based Pension

How to apply:

If you are passionate about what you want to achieve and you are highly experienced in any of the advertised vacancies, then please contact us at jobs@keyzo.co.uk. Please include a covering letter explaining why we should consider employing you, along with a cv and a case study of the most recent technical project you have worked on.

No recruitment agencies as we have exclusive arrangements in place with existing suppliers