

SUPPORT ENGINEER – ROLE SPECIFICATION

Job Description

Title	Support Engineer
Description	The Support Engineer will support ATP clients based throughout Europe, USA and South Africa, provide 2 nd line support, troubleshooting skills and research more difficult problems, escalate client issues that require development assistance, and see them through to resolution. Support will be for ATP's flagship software product PiMSlider®.
Location	Four Marks, Hampshire, UK
Reports to	Support Manager
Manages	No management responsibilities
Key responsibilities	<p>This role will primarily be supporting the application software, PiMSlider®.</p> <p>As the Support Engineer, he/she will carry out the following tasks:</p> <p>General</p> <ul style="list-style-type: none"> • Become an expert in the use of PiMSlider® software product - be able to install all client and server software according to the specifications currently owned by ATP customers • Answering and resolving of telephone and email support queries and queries logged in Problem Tracker for ATP customers • Troubleshoot and provide recommended workarounds/fixes to complex problems • Help maintain the Tracker system by keeping all call related and customer demographic information up to date • Attending customer sites when required • Interact with Development, Quality Assurance and Project Management as required to escalate and resolve customer issues • Contribute to the maintenance of ATP Support & Maintenance procedures • Troubleshoots and provides technical solutions related to software and installation errors for ATP customers • Create workaround procedures when standard procedures have failed and ensure issues are resolved in a timely fashion • Escalates urgent problems requiring more in-depth knowledge to appropriate internal resources <p>Team Management</p> <ul style="list-style-type: none"> • There are no team management responsibilities <p>Budgets</p> <ul style="list-style-type: none"> • There are no budgeting responsibilities

Individuals' Specifications

Age	N/A
------------	-----



Location	Within commuting distance of Four Marks office.
General	<ul style="list-style-type: none">• Excellent problem solving skills• Strong written and verbal communications skills• Ability to communicate technical issues effectively with individuals of varying levels of technical experience• Ability to communicate effectively with different levels of management• Excellent organisational skills• Excellent customer relationship skills• Good understanding of PC's and Windows Networking• Good understanding of Windows based server platforms and SQL.
Educational qualifications	Likely to be educated to degree level or equivalent experience
Practical experience	<ul style="list-style-type: none">• 1 – 3 years experience of working as a support engineer
Technical	<ul style="list-style-type: none">• Experience of installing client software and SQL Server / Oracle databases onto a PC environment• Knowledge of Windows, databases and networking.• Experience supporting remote users• Experience of supporting windows applications• Experience of Microsoft Office• Comprehensive knowledge of PC desktop and laptop hardware, multiple Windows operating systems 9x/NT/2000, XP
Commercial	Should have had experience working in a service-orientated company.
Languages	Would be useful.