



## Job Description

Job Title:	1 <sup>st</sup> Line Support Operative
Department:	Support
Reporting to:	Customer Support Manager
Hours:	Full Time (9am – 5:30pm), Monday to Friday
Location:	Commerce Road, Lynch Wood, Peterborough

## About Us

Since the turn of the century our mission has been to help schools succeed by creating websites and learning platforms that enhance learning and communication.

In that time we have become one of the UK's leading providers, creating thousands of websites for all types of schools, whilst also offering a range of complimentary services including branding, photography, prospectus design, print and social media.

We strongly believe that a company is only as good as the people in it. We believe our company is a great place to work in and we employ truly fantastic people. Our company expects hard work and commitment from our staff and in return we want to ensure our employees feel valued, involved and appropriately rewarded.

## What are we looking for?

This is a great opportunity for a talented, flexible and motivated individual to provide support services for e4education's clients, usually by phone and email. Every so often, there may be face to face meetings to problem solve technical issues experienced by our clients. It is essential that you possess a friendly, patient disposition and are also a skilled listener.

As a 1<sup>st</sup> Line Support Operative, you will be providing support for services supplied by e4education. Your main focus will be handling the "how-to" calls/emails from our clients, answering questions they may have in relation to their website, CMS, best practice and general guidance with publishing content to web, whilst adhering to our SLA's. You will make basic changes to front end code, using HTML (V4/V5) and CSS (V2/V3). You will identify when substantial changes should be referred to another department for scheduling and quotation.

Occasionally, you will be required to conduct remote support and training sessions via TeamViewer with our clients discussing the use of e4education's Content Management System.

You will have a desire to progress your skills and over a period of time, increase your knowledge with in-house training to take on basic MS SQL database updates and imports.

This is an opportunity to become a key player within a small team of experienced Developers and Support personnel.

## Who are you?

We see this role suiting an individual who is taking steps to focus their career in website development, or a problem solver who would like to progress their career in a technical support environment. This role will assist you in furthering your skill set in both support and development.

You will be someone who has a personal desire to obtain new knowledge, someone who codes in their spare time and wants to learn new tech. You should be professional in your approach. Have a can-do attitude and maintain a high standard by taking pride in your work, being organised, passionate and thorough.

You should get enjoyment from multi-tasking under pressure whilst remaining calm, cool and collected. The customer is at the heart of what you do, you're a good listener and can empathise by putting yourself in their shoes.

You should be someone who is keen to share and pass on your knowledge to others. There are no islands in e4education and we have an ethos of knowledge sharing across the business.

## What should you know?

You should have a knowledge of the following to the level stated.

Skill	Required Level	Desired Level
Server Side Programming (Ideally Classic ASP)	Low	Mid
MS SQL	Low	Mid
JavaScript	Low	Mid
HTML (V4/V5)	Mid	High
CSS (V2/V3)	Mid	High
Windows Server/IIS	Low	Mid
Knowledge of cross-browser/platform issues	Low	Mid
Programming Experience	Low	Mid
Photoshop or similar	Low	Mid
Soft Skills	High	High

## What are the key responsibilities of the role?

- Answer and respond to incoming support requests via telephone, ticketing system, and email, in a timely manner.
- Manage your own workload and request help when required.
- Give our clients an efficient, helpful and first class customer service experience, through all means of communication.
- Keep our clients informed and up-to-date on the status of their requests, within e4education's Service Level Agreement.
- Assist our clients with the maintenance of their uniquely designed websites via e4education's bespoke Content Management System.
- Test and maintain web applications that are developed internally.
- Track your personal development by documenting progress and providing examples of exceptional work or achievements throughout the month, in preparation for End of Month Reviews.
- Keep abreast of news and trends within the Internet and education sectors, specifically for technology or market changes that could affect the company.
- Have a keen interest in improving your skills.

## What you will receive from us

- Competitive Salary, dependent on experience
- Contributory Pension Scheme
- Private Medical
- Death in Service Benefit
- A Supportive and Friendly Working Environment