

# Group IT Technical Customer Support

**Salary:** Competitive + company benefits/in-house training and development

**Location:** Hatfield (5 days onsite, full time)

An exciting opportunity has arisen for a Group IT Technical Customer Support within our Group IT Team. In this role you will be providing front line technical support to internal and external product stakeholders. This involves taking the lead with technical onboarding of new clients, issue resolution, and ensuring the smooth operation of customer facing applications and services.

Working closely with internal departments and stakeholders, within and outside of Group IT, enabling seamless service delivery for our clients. As the ideal candidate you will be passionate about ensuring clients have the best possible experience, have a keen interest in technology, with excellent written and verbal communication skills, and a proactive approach to learning and problem-solving.

## **Person Specification & Key Skills:**

- Education: A degree in IT, Computer Science, or a related field is desired.
- Experience: Equivalent of 2 years or more experience in a service desk or technical support role is advantageous.
- MySQL/T-SQL: Demonstratable knowledge of MySQL or T-SQL scripting for reporting purposes is desired.
- Technical Aptitude: Basic understanding of IT systems and cloud technologies. Willingness to learn and develop technical skills.
- Analytical Skills: Ability to troubleshoot and document technical or user issues with a high degree of accuracy and attention to detail.

**Join us today and make an impact in delivering outstanding IT solutions.**

If you would like further information on this role, please contact:

Louise Greenwood, Air Business, HR Team

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