

Job title

Junior Support Technician

Company name and postcode

365 Response Limited, WF4 5RA

Job summary

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

The candidate will be the first point of contact for incoming support tickets and will be responsible for initial investigate of reported bugs. This will also involve answering basic customer enquiries. The candidate will be escalating and raising tickets to their line manager based on priority and complexity. Managing ongoing communication with external customers until ticket closure. Responsible for raising tickets which accurately and concisely details the issues for developers to be able to fix. This job is currently working from home, with a plan to review if necessary

Essential skills, experience and qualifications (please do not use bullet points)

Good organisational skills, communication both written and verbal, technical literacy

Job category (DWP use only)**Number of hours per week**

37.50

Working pattern and contracted hours (including any shift patterns)

Monday to Friday 9-5pm

Hourly rate of pay

£9.75 (equivalent to £19,000 FTE salary)

Details of employability support (training opportunities/mentor)

The candidate will initially receive system training and a support mentor to guide them through their work day. The training will be broken up into different areas of the system.

Closing date for applications

30 May 2021