Location: Rochdale, Greater Manchester
Salary: Competitive (depending on experience)
Job Type: Permanent
Job Description: Support Engineer (SE)

About iP24

iP24 Limited is committed to providing the highest quality in system design, project management, installation and customer care within the electronic security industry (CCTV, Access control, Fire and Intruder Systems). We are a nationwide company who strive to exceed our customer expectations.

To meet the company's set standards all our employees are continually trained on all our systems and the latest technology.

Qualifications & Experience

- Experience in the Fire and Security industry
- Experience with IP solutions (desirable)
- Have excellent customer service skills
- Be a team player
- Be able to operate within a team framework
- Be enthusiastic and have a positive attitude

About the Role

The support engineer will be based in the Office. They will be responsible for receiving and administrating all fault related phone calls or emails to the company. They will be responsible for first line liaison with client or their representatives. Where possible, they will diagnose the fault and ensure the correct response is applied quickly and professionally. They will be responsible for the checking of daily system reports and taking any necessary remedial actions.

Responsibilities

- To be responsible for the service ticketing system and to log and respond to support requests.
- Provide phone and email remote technical support.
- Check daily reports and respond immediately to critical issues.
- Prioritize tickets to meet service level agreements and KPIs.
- Diagnose faults over the phone and provide first line fault fixes.
- Escalate faults to 2nd and 3rd line support teams.
- Liaise with third party suppliers.
- Provide remote technical support to the installation teams and project manager when required.
- Be responsible for producing fault analysis reports to customers and Directors.
- Take responsibility for the false alarm management on the intruder faults for the SSAIB.
- To liaise with the remote monitoring centres on system handovers and "walk tests"
- Assist with factory build test to enable familiarity with systems and equipment.

Benefits

- Competitive Salary (depending on experience)
- 22 days holiday
- 1 extra day holiday for every year you have been with the company (up to 27 days)