

Role – Technical Support Engineer

Closing date – open.

Location: Cheltenham HQ with travel to customer sites

Salary - £25 - 40k gross per annum depending on experience.

Bamboo Technology Group is a telecoms and IT managed services company based in Cheltenham. Encompassing fixed, mobile, data, software, and digital assurance solutions we provide products and services to SMEs and small corporates in the UK and Australia. The team have more than 30 years' experience in Managed Services with a strong focus on highly regulated industries, we attract much of our revenues from the Healthcare, Construction, Professional Services and Justice sectors.

This will be a very diverse role, where the candidate will be able to enhance their skills within the Managed Services department by up skilling in different areas of the department.

The role and technical skills

As a Technical Support Engineer, you will be expected to support customers remotely and on-site. This role will be based in Cheltenham and will require an Enhanced DBS check.

We are looking for you to:

- Travel to multiple locations round the UK to install and maintain new and existing telephony systems.
- Install network systems and infrastructure cabling.
- Attend customer sites for proactive and reactive maintenance.
- Maintain support tickets, emails and keep customers updated with progress, within Service Level Agreements (SLAs).
- Document procedures/processes and contribute to the knowledgebase.

The skills we are looking for:

- Experience of working in a busy helpdesk / MSP environment.
- At Least 1-2 years proven service in a support role.
- Exceptional customer service and communication skills (both written and verbal).
- Fault analysis, management and prioritisation skills are required to ensure all issues are resolved based on criticality for all our customers as well as meeting the contracted SLA.
- The ability to demonstrate good problem-solving skills.
- An excellent telephone manner and customer facing skills.

What experience you could bring:

- Installation and configuration of on-premises and hosted phone systems.



- ▶ Networking, TCP/IP, Routing, LAN/WANS, VPN and Firewall configuration
- ▶ Hardware: PC, Laptop, Printer and Mobile devices.

Bamboo procedures are certified to the ISO27001 standard for information security.

Benefits

- ▶ Generous holiday allowance that increases with length of service
- ▶ A variety of training and development opportunities
- ▶ Employee referral programmes
- ▶ Pension schemes

Cheltenham has a wonderful cultural life with a program of science, music and literature festivals throughout the year, not to mention being the jump racing capital for the UK. There is a thriving IT community in the area with GCHQ and the national cyber skills training centre located nearby.

Equal and Inclusive Opportunities

We have a great team of people across the group and there is a wealth of knowledge combined with an investment and passion for the business, from those of us with many years' experience to those with just a few months.

We are **committed** to Bamboo Group being a great place to work, one that treats everyone **equally** and fairly. We hire, develop, and promote the right people for the job, with the right skills. And even if you don't meet all the criteria, we would still like to hear from you. We want people who have the drive, **talent, knowledge, experience, and ability** to deliver the best possible service to both our external and internal customers.

Our equal opportunities policy details our approach to fairness and the avoidance of any discrimination in the workplace and covers all stages of employment from recruitment onwards.

Other information

Our Head Office is based in the Cheltenham, just off the M5 and we have a second site in Ombersley, Worcestershire.

At Bamboo we take pride in doing things differently. We love to see ambition and we value a passion for progress, in any discipline.

If this job spec appeals to you and you feel you can bring Bamboo something a little different, please send a CV and covering email, or another introduction to you, to futures@bamboo.tech.