



# CAREER OPPORTUNITIES

## Job Description: **SUPPORT ENGINEER**

### WELCOME TO PCI PAL

PCI Pal is the specialist provider of secure payment solutions to contact centres. We dedicate ourselves to the pursuit of easy-to-integrate and simple-to-deploy technology and provide a highly compelling value proposition to solve our customers' challenges in achieving security compliance.

We are currently looking for a Support Engineer to join our UK team.

### THE OPPORTUNITY:

The successful applicant will monitor and maintain the PCI Pal service desk, dealing with customer queries, and working with the platform developers and colleagues to resolve more complex issues. This position also requires working closely with the project management team to assist in delivering first class implementations across our range of cloud based solutions.

This position requires a flexible approach to working hours as you will be expected to join the shift and on-call rota once training is completed (1 week in 4).

### YOU WILL BE RESPONSIBLE FOR:

- Provide first and second line support to customers by logging, reviewing and resolving technical queries.
- Resolve tickets in line with service level agreements, ensuring critical issues are addressed first.
- Update both customers and the helpdesk with progress.
- Assist the project delivery team during project implementation.
- Identify bugs and issues, and escalate cases as required.
- Ensure platform services (in most cases, IVRs) are built, tested and delivered with the highest levels of quality and security in mind.
- Create documentation to support new services.
- Update, repair, modify and develop existing services and supporting applications.

### WE WANT TO HEAR FROM YOU IF YOU:

- Technical support experience (1st line required, 2nd line desirable), ideally on cloud based platforms
- Knowledge of basic web technologies (for example, ability to troubleshoot a simple web request) and HTTP requests/response codes
- Ideally a good understanding of telephony and IVR services, with SIP knowledge and commands being a distinct advantage
- A sense of urgency along with a sense of 'problem ownership' to see all issues through to successful resolution
- Knowledge of service trouble shooting diagnostic procedures
- Experience in incident follow up processes such as 5 whys and Root Cause Analysis would be useful.
- In addition, prior experience with JIRA as well as an understanding of PCI compliance would be advantageous.
- Can build strong relationships and credibility with customers and internal teams
- Are happy to work flexibly to meet project deadlines and customer expectations

### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Company share options
- Option to either work in our Ipswich office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Electric Vehicle scheme
- Team events
- Ad-hoc incentives and competitions

### OTHER

All new starters are subject to UK DBS checks.

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact Rachael Drouet, People and Development Manager at PCI Pal ([rachael.drouet@pcipal.com](mailto:rachael.drouet@pcipal.com)).