Job Description:

Technical & Partner Support Engineer

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Technical & Partner Support Engineer to join our Technical & Partner Support Team in the UK.

THE OPPORTUNITY:

PCI Pal is in the market for an experienced customer service or technical support engineer to join our team as a Technical & Partner Support Engineer, helping us provide an excellent customer experience in everything they do across the Technical & Partner Support Team. The successful candidate will report to our Technical & Partner Support Manager to ensure we deliver our services to the highest standards for all of our customers. We are looking for someone highly organized with strong problem-solving skills who can help better our Partners and direct customers alike.

YOU WILL BE RESPONSIBLE FOR:

- Providing first and second-line support to customers by logging, reviewing and resolving technical queries.
- Tackling more complex faults passed up from our First-line support team.
- Create documentation to support new and existing services/processes
- Engaging Partners to lead regular Operation reviews and provide updates on case quality and training needs.
- Managing and actioning alerts that will come in from our different systems across VoIP, Web and Dev Ops.
- Building a knowledge base and improving the resources the team can rely on when assisting our customers.

WE WANT TO HEAR FROM YOU IF YOU:

- Have technical support experience (1st line required, 2nd line desirable), with experience in the SaaS industry being a particular interest.
- Have an understanding of any of the following technologies with a presence in troubleshooting:
    - Networking (IPSec VPNs, Routing, QoS)
    - Cloud Technologies (AWS Preferred)
    - Web Development (API Integrations, CSS, HTML, JSON)
    - VoIP Technologies (SBC's, Wireshark)
- Are tenacious in your problem-solving and are determined to see issues through to completion and ensure we never make the same mistake twice.
- Can build strong relationships and credibility with customers, Partners and internal teams.
- Are happy to work flexibly to meet project deadlines and customer expectations
- Are happy to work shift patterns (08:00 – 17:00 and 15:00 – 00:00) and are comfortable with the prospect of these shifts evolving to meet the business in the future.
- Are happy to join an on-call rotation.

IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- 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
- Team events
- Ad-hoc incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.
Please contact the Recruitment Team at recruitment@pcipal.com