

<https://stellarise.com/job/junior-support-engineer-stellarise-london/>

## Account Manager – London

### Description

#### Working flexibly between collaborative working space and home

We are looking for a bright, enthusiastic and ambitious IT **Junior Support Engineer** with excellent spoken and written English to work alongside our friendly Managed Service Support team. This role will predominantly be about being first port of call for our clients and allocating tickets amongst our team.

1. First Line Support – Answering phones and dealing with support issues:  
You will be working in a front-line role using your excellent technical skills to ensure that our clients feel valued, supported and happy.
2. You might occasionally be required to travel to our client sites to work on projects and offer support that cannot be accomplished remotely so you will need to be very well presented with good interpersonal skills.

The hours of work are 9 – 6 Monday to Friday.

### Responsibilities

You will preferably be a bright graduate and you will definitely have experience in customer service and have a confident, friendly and outgoing personality enabling you to build strong relations with our varied client base. You will need excellent spoken and written English to enable fluent discussion with clients and the team. An ability to listen carefully and patiently to their particular problem and then allocate response times and tickets to the appropriate individual within the team all the while listening and learning so that in time you are able to handle some of these queries yourself. Relishing a challenge, picking up new technologies and getting the most out of them are second nature to you. You will excel at working within a team and have a positive attitude with customer service at the fore 100% of the time.

Your Experience:

Some experience in the following technologies would be helpful but above all a strong interest in technology and a real desire to learn and add value to both clients and Stellarise alike. Please **detail** your experience in the following technologies in your covering application letter:

Microsoft 365

Microsoft Windows Administration Skills

A competitive salary will be available as will a good benefits package to the successful applicant. We believe strongly in training and we put aside time each week where we can learn from one another as well as assisting in obtaining Microsoft exams.

### Contacts

Please send a covering letter/email and CV outlining your relevant experience

### Hiring organization

Stellarise Hungary Kft.

### Employment Type

Full-time

### Industry

IT

### Job Location

London

### Working Hours

The hours of work are 9 – 6 Monday to Friday.

### Date posted

February 15, 2022

to: [recruitment@stellarise.com](mailto:recruitment@stellarise.com)

Your letter should indicate why you feel that you would be perfect for this role. We look forward to hearing from you.

We will be conducting interviews via Zoom or Teams for short-listed candidates late February 2022.