



Location: Slough UK

Salary: £21k - £30k (based on experience)

Job Type: Permanent

Job Description: Technical Support Engineer

Avco Systems Ltd. are a modern, growing Software Development business based in Slough, UK. We work with some of the largest businesses in the UK, Europe and America to help them develop, support, maintain and host their large software projects.

We have a sharp focus on client-satisfaction, rapid feedback and ongoing improvement, and are looking to grow our team with forward-thinking, hardworking people that will help continue to drive the business forward.

What's it like to work with us?

You'll be a key member of our technical support team, working closely with a great team of fun, but focused, like-minded Software Developers and IT Ops colleagues.

You will use your strong problem-solving abilities and excellent customer communication skills to investigate and resolve a wide variety of customer issues and queries. The scope and complexity of tasks you undertake will be limited only by your desire to expand your technical and investigative skills.

This role offers the opportunity to grow your skills and experiment with new tools, techniques and technologies on a wide variety of applications and systems.

Why should you join?

We are always looking for the right person to join our fast-growing team of knowledgeable, friendly and forward-thinking individuals, and there's plenty of reasons why you should consider joining us:

- **Excellent job security** - we've been growing for 30 years and have maintained a consistent financial growth year-on-year
- **Room to grow** - all voices are heard, and anyone can expand beyond their job role
- **Stay in shape for free** - with our onsite gym
- **Good location** - ample parking and walking distance to the well-connected Slough train station
- **Games room** - unwind with a game of pool, table tennis, Xbox and more
- **Latest technology** - take the opportunity to stay at the forefront of the IT industry

What skills are we looking for?

Essential:

- A determination and dedication to providing an outstanding quality of support, and you should have experience to prove this.
- Problem solving and troubleshooting technical issues is core to the role and you should be able to demonstrate an ability to use logs and database queries track the root causes of issues.
- You will be communicating regularly with our customers via email and telephone, so strong written and verbal English skills are vital.
- You should be confident in your ability to manage your own workload, using an awareness of SLAs and issue criticality to prioritise your time appropriately. We are looking for individuals who take ownership of tasks and drive them to completion.
- Manipulating and administering SQL databases to resolve customer queries is a key part of this role, so some knowledge and experience of SQL databases is essential.
- Some first-hand experience using Linux and Windows Server is important. We'd expect you to be able to navigate on the command line and complete some simple file operations as well.
- Our applications vary and our technology stack changes over time, so we're looking for someone who is keen to grow, learn new skills, and expand their capabilities over time.

Desired:

- Basic scripting / programming skills, even if that's just being able to read and understand them - e.g. PowerShell, Bash, Python, HTML, JavaScript.
- Understanding of cloud-based infrastructure (e.g. AWS, Azure). A lot of what we do now involves well established cloud technologies as platforms, any knowledge you have here will be a great head start.
- Previous experience of using ticketing systems such as Trac or Jira would be beneficial.
- You will be working closely with our engineering team, so experience of teamwork and group problem solving would be useful.

Your role and responsibilities:

- Your main responsibility will be to monitor a number of support inboxes, and provide exceptional support for technical customer queries via phone, email and occasionally face-to-face.
- As part of this you will analyse, investigate and resolve challenging technical issues using log information and database queries, collaborating with the engineering team as needed.
- We will need you to track and work on multiple support issues at once, using your judgement and knowledge of SLAs to prioritise, escalate and manage the completion of each.
- We will ask you to provide clear updates on progress to both the business and our clients, making sure to ticket and document tasks and outcomes thoroughly.
- We would like you take ownership and responsibility of systems you support, increasing your technical and domain knowledge of them over time, and feeding back to the engineering team any codebase or system concerns.



- Many of our customers occasionally request ad-hoc data reports or database changes, and you will be responsible for writing the SQL scripts for these. The engineering team will be available to assist with the more complex queries as needed.
- From time to time we may ask you to assist the engineering team in writing and executing functional test plans from client requirements.
- You may be asked to work with our infrastructure and development teams to make improvements to applications, systems and servers.

If you think we're a good fit for you then don't hesitate to get in touch.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability.

Strictly No Agencies.