



X.Communications Limited is a leading provider of network services, security services, and unified communications.

Our services are used by many well-known organisations to provide high quality, resilient cost-effective solutions to all market segments and industry types, both within the UK and overseas, from government departments, public utilities and healthcare to professional services and contact/call centres.

We are looking to strengthen our service desk function by recruiting for the following vacancy:

1st Line Support Technician

Location: Stafford

Remuneration package:

£17,000 - £19,000 per annum.

Duties and Responsibilities:

To Provide 1st line technical support; answering support queries over the phone or via our Zendesk helpdesk service.

Recording interactions with customers over the phone or via emails on the helpdesk system, ensure that SLA targets are met and providing customers with updates. Escalating issues when applicable and ensuring other internal departments are kept in the loop.

Diagnostically minded, able to understand the processes involved and follow fault diagnostics to ascertain the root cause and solution to 1st line issues, this may include liaising with third parties.

Adhere to all service management principles.

Support users in the use of computer equipment by providing necessary training and advice. This may include guidance over the phone, email or potential through remote sessions to the users machines to go through the steps with the customer.

Carry out regular systems checks, reporting to Operations Manager where necessary.

Share best practice and promote innovation.

Skills & Experience Required

- Previous 1st line support experience for software and hardware fault resolution.
- Excellent communication and customer service skills.
- Excellent listening and questioning skills combined with the ability to interact confidently with stakeholders and employees to establish what the problem is and explain the solution to a non-technical audience.
- Strong working knowledge of Microsoft based operating systems.



- Knowledge and Experience of Unified comms platforms e.g. Teams, Skype for Business, Asterisk, FreePBX.
- Experienced with using MS Office and O365 products and services.
- Good working knowledge of LAN/WAN principals and TCP/IP protocols.
- Understanding of PC hardware set-up and configuration.

- A professional IT qualification (desirable) e.g ITIL Foundation, Microsoft MCP
- A 'Hands on' approach and a willingness to learn.

- Full Driving Licence and access to own transport.

Working Hours:

Working hours are 9 am – 5.30pm with a hours lunch break.

37.50 Hours per week with an additional requirement to provide out of hours support on a rota.

22 Holidays per year.