

## Technical Engineer Manchester, UK

### Why join Kalibrate

For over 25 years, Kalibrate have been staying ahead of the curve in the fast-moving world of fuel and convenience retail. We were the first to use the power of data for making better decisions and today our artificial intelligence & machine learning solutions have turned data into a smart, actionable tools. With over 300 clients in 70 countries, in mature and emerging markets, for clients large and small, our strategy and technology solutions empower fuel and convenience retailers around the globe to achieve greater value and success on their own terms.

It's an exciting time to join us as we have ambitious plans to grow over the next 5 years.

### Role purpose

Our team of Technical Engineers provide our global client base with technical support 24x7x365 across various products within the Kalibrate group.

We are the first point of contact for our clients and work to build strong and valued relationships with both our internal stakeholders and our customer user base.

Whilst we act as the first point of contact we pride ourselves on offering a high technical skillset in order to resolve Incidents and Service Requests as efficiently as possible however we are also responsible for the escalation of tickets to wider teams where resolution is not forthcoming.

### Who we're looking for

We are looking for an enthusiastic experienced Technical Engineer who possess the ability to work on initiative but who also has a strong team ethic and is excited at the prospect of learning new products and technologies to join our Australian team.

The successful candidate will have previous experience of working in a similar 2<sup>nd</sup> line/senior technical service desk role and will have in-depth theoretical and practical knowledge of SQL as well as a good understanding of Microsoft Azure technologies.

Strong communication skills with the ability to converse in both technical and non-technical language is paramount alongside great customer service skills.

Most importantly we are looking for a passionate and driven individual to join our highly valued and diverse team to help us to continue to provide our high standard of support to our valued clients.

## What you'll be doing

	Responsibilities
Service Management	<ul style="list-style-type: none"> <li>• Providing Application support for various products across the Kalibrate Group</li> <li>• Acting as the primary point of contact for clients for technical support related issues both during business hours and as part of the on-call rota in line with SLAs</li> <li>• Utilising internal ITSM tool to acknowledge and manage new and existing tickets in line with ITIL framework methodologies</li> <li>• Working in accordance with SLA targets</li> <li>• Escalating unresolved issues to Infrastructure/Development in accordance with SLAs and OLAs(if required)</li> <li>• Working with various teams to ensure that clients are transitioned into support after upgrade/onboarding.</li> <li>• Providing and maintaining high levels of client satisfaction</li> <li>• Assist in rectifying Problems when a high severity Incident has occurred</li> </ul>
Continual Service Improvement	<ul style="list-style-type: none"> <li>• Identifying enhancements to processes/technologies for Continuous Service Improvement.</li> <li>• Owning and implementing Support Continual Service Improvement Plans (CSIP) to further mature and improve or processes, technologies, and services</li> </ul>
Self-improvement	<ul style="list-style-type: none"> <li>• Furthering your knowledge in our products, technologies and your desired personal development area(s) to not only grow and develop individually but also develop the team and company by growing and sharing your skills</li> </ul>

## Kalibrate values

### Lead the way

- You will drive customer service and technical excellence, pushing things forward with and for the team.

### Empower others

- You will share your skills and knowledge to empower others to deliver their very best.

### Challenge convention

- You will engage in CSIP discussions and team direction, challenge the norm (when appropriate) and help our team and subsequently our business continuously move forward.

### Be genuine

- You will put your passion into your work, be your best self and in doing so positively add to the amazing culture we have here at Kalibrate.

## Key skills and attributes

### Essential

- Strong, demonstratable SQL skills, with experience of working with SQL language itself - both theoretical and practical
- Strong Windows server knowledge
- Previous experience working in a similar client facing role in a software/technology company in a 24/7 operation
- Understanding and working knowledge of the ITIL framework
- High quality communication skills with the ability to adapt communication style to target audience
- Desire and ability to work daytime shifts patterns as required including Public Holidays and as part of the on-call rota for weekend cover

### Highly Desirable

- Knowledge and understanding of Microsoft Azure technology, including:
  - Azure Container Instances
  - Azure SQL Managed Instances

- Cosmos DB
- Azure IaaS/VMs
- ITIL foundation accreditation
- Knowledge of Dev Ops/Agile frameworks

#### **Attributes**

- Strong team ethic with a desire to share knowledge and skills
- Accountable and reliable with intense drive and passion
- Ability to quickly learn and understand the various services provided to our Clients
- Eagerness to make a difference and provide services everyone can be proud of
- Possess excellent problem solving, analytical and troubleshooting skills