

We Are Hiring!

1st Line Technical Support required for one of the UK's fastest growing and exciting MSPs



Salary

£18,000 - £23,000
Basic + £2,000
OOH Support

Hours / Job Type

Full time /
Permanent.
40 hours per week
(Mon to Fri)

Role Reference

ELO-SD1st

Reporting to

Service Desk
Manager

Contact Us

[careers@eloquent-
technologies.com](mailto:careers@eloquent-technologies.com)

0333 2000 991

Do you have what it takes to be our next 'Service Desk Ninja'?

Due to our continued growth, Eloquent is expanding its Service Desk team and are currently looking for exceptional individuals who have a passion for technology, life and progressing their career. This position is fully remote, but there could be minor amounts of travel across the UK, as and where required.

Eloquent look after its people, we care about them, nourish, and evolve them. In this constantly changing world we work together as a team, a product of greater value than the sum of its individual components. In turn our people look after our customers, becoming trusted partners to help them overcome challenges and achieve their goals. Intelligent and thoughtful development of relationships is critical to everyone's success.

So, what will be required of you, you ask?

Reporting to the Service Desk Manager, the 1st line technical support role will hold a vital role within the team. Due to the nature of this role, 1st line technical support engineers are skilled to a high level in Customer Service and basic / moderate IT engineering, and as such are expected to show a keen interest in being mentored by their colleagues, and other teams, to hone-in their technical abilities as part of Eloquent's learning culture.

This role will involve talking to end users, so customer service skills are a must. Ideally you will have previous experience working as an Analyst / Engineer on the Service Desk within an MSP and understand how it differs to an Enterprise Organisation.

This role is essential to the successful delivery of Eloquent's 24x7x365 Support Services and comes with a high level of trust, responsibility, and autonomy.

This is a fantastic opportunity to join a very secure and rapidly growing organisation on 1st Line Technical Support, that offer very strong benefits, but if you think there is something missing from the list, let us know and we will try to add it.



- Company Pension Scheme
- Employee Referral Scheme
- Fully Flexible Working
- Out-of-Hours Incentive Scheme
- Private Healthcare
- 1 additional days' holiday per year of service, up to 30 days
- 25 days holiday plus Bank Holidays
- Competitive Salaries and Expenses covered
- Cycle 2 Work Scheme
- Modern, vibrant, and recently refurbished Head Office

What do I need to know if I am going to be 1st Line Technical Support at Eloquent Technologies?

- 1+ years working in IT and supporting end users
- Have an understanding of windows desktop and applications
- Ability to demonstrate practical troubleshooting techniques, record progress, and learn from the solution.
- Excellent communication/organisational skills and a professional telephone manner.
- Ability to build relationships and credibility quickly.
- Ability to adapt quickly and to demonstrate a flexible approach.
- Motivated to develop own technical knowledge to progress throughout the company.
- Able to travel to client locations

Who are Eloquent Technologies?

We are a small but rapidly growing MSP and although we are based in the southwest of England, we are a truly national organisation with Engineers across the country. Specialising as an MSP, we run a suite of cloud services within our own 'Eloquent private cloud' but also utilise other providers such as Azure, AWS and OVH. Eloquent has a huge tech stack and is committed to investing and growing its people, it's at the heart of who we are. You will be exposed to a range of exciting technologies and can quickly progress, if you are willing to invest the time in yourself.

Lastly, the most important bit, our values?

Be Exceptional; We never stop learning. Ever. We master the fundamentals and then continually challenge what we know, developing ourselves and others to be the best we can be knowing there's always further to grow

Push Boundaries; At Eloquent it's all about the challenge. We leave 'off the shelf' solutions to others - our pride is in striving for the optimal solution, pushing boundaries, and combining creativity with technical brilliance, it's why our customers love us

Build Relationships; We take our credibility, reputation, and our relationships seriously as a business and as individuals. If this means putting our hand up to making mistakes, or having difficult conversations, then that's what we do

Live Well; As much as we work hard to be our best, we balance our love of technology with a sense of fun and adventure to live life to the fullest, recognising and respecting that it looks different for each of us