



First Line Support Engineer

Salary DOE: £23,000 - £26,000



THE OPPORTUNITY

Bennetts are looking for a First Line Support Engineer to join our IT team.

As a First Line Support Engineer you will be an initial point of contact for IT issues raised by internal customers. You will be responsible for triaging hardware and software issues and working with either internal teams or third parties to ensure remediation of these issues.

Although IT experience is preferred, we will consider candidates with the correct aptitude, an interest in IT and a willingness to learn. You will also need to prove excellent communication skills.

This role will include shift patterns and some on call time may be required.

Bennetts have offices in Peterborough and Coventry, and although currently the teams are remote working there is an expectation that in the future some onsite attendance will be required to both sites. Therefore, a full driving licence and your own transportation is required.



WHAT WE'RE LOOKING FOR IN YOU/TECHNOLOGIES AND TOOLS

- Excellent communication skills
- Ability to work under pressure and to tight deadlines
- Full driving licence
- Ability to work under own initiative or collaboratively with internal and external partners
- Willingness to learn new technical skills
- Customer support skills, helping customers with enquiries via email or any other support channel.
- Experience using cloud-based platforms.
- Experience providing first line IT support or desktop support is preferred but not essential.



ABOUT BENNETTS

Bennetts is a market leading specialist motorcycle insurance broker. With over 200,000 customers, 2020 will mark Bennetts 90th year, but we never stand still. We pride ourselves on being different, innovative and ambitious. We've built the fastest growing, award-winning motorcycling website, BikeSocial which is going from strength to strength and we've just launched a new Bennetts Rewards platform which will help us expand to the wider motorcycling market. Now we're keen to continue to grow our business – our minds are well and truly open as to where we could take Bennetts in the future.



WHAT BENNETTS CAN DO FOR YOU

Along with a welcoming working environment, you'll benefit from 25 days of annual leave for full-time colleagues plus Bank Holidays. If you have commitments outside of work, we have a flexible approach to how you work your hours – helping you to achieve a work/life balance that works for you. We also offer pension & life assurance, private medical cover, along with a strong focus on your own personal development.