

Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: 1st Line Helpdesk Support Engineer

e2e-assure is a dynamic cyber security company, successfully delivering 24/7 cyber defence to both the public and private sector and expanding rapidly as a result.

We are now looking for dedicated and inspiring individuals to join us across our organisation. We provide a challenging but rewarding environment where you will be expected to develop and learn while playing an instrumental part in helping the company to do the same.

An IT related degree would be nice but isn't essential. It's more important that you are curious and eager to learn and embrace new technologies.

The successful candidate will be responsible for timely and professional responses to tickets. You won't be expected to resolve all the tickets, but we'll help you learn to solve lots of them. We will provide you with tools, playpens and training so that you can be confident that you are following the correct process and procedures internally and with customers.

Essential Attributes:

- An interest in cyber security
- Excellent communication skills, the successful candidate will be the first point of contact for customers
- Previous helpdesk experience
- An ongoing desire to learn new things and to develop your technical knowledge
- A good team player who is willing to help others

Desirable Attributes:

- Knowledge of Cloud environments - AWS / Azure
- Automation with Ansible
- Security working practices
- ITIL knowledge