

Support Consultant Recruitment Information Pack

• ramsac

About the Support Consultant role

ramsac provides high quality, people focussed, service led managed IT services to aspirational growth businesses in the UK. Our target customers are 50 to 500 users and they demand IT solutions that are efficient, secure, highly available and easy to use.

Through our managed service offering, totalIT, we provide clients with unlimited IT support as well as strategically led IT consultancy, and the reassurance that the IT estate is in good order via system monitoring and monthly reporting. We also deliver great projects that help clients to embrace new technology.

We are passionate about the way we do things – our primary goal has always been to be the best employer we can be. We firmly believe that well trained, happy colleagues lead to business success for us and our clients. We want to work with people that are passionate, positive and great at their respective roles.

Our Support consultants are the front line of our customer experience. You'll be working across a wide portfolio of ramsac clients and supporting them with any technical query they may have. One minute you're chatting to an end user that can't access a document, then an office manager who's trying to set up new users, and then an IT manager who's discovered a major cyber breach. Every call and every day is different. It's often busy and high pressured and callers are phoning in at a moment of high stress, so you need to be cool, calm and collected at all times.

Support is one of three technical teams in the firm, sitting alongside our field based technical team and our IT operations team who provide monitoring and maintenance work. Our Support Team is split in to three, First, Second and Third tiers. This means that there are plenty of routes for you to grow and develop your own career – we really want to help colleagues reach their own full potential and we're always happy to chat career aspirations!





Support Consultant - job description

Role Purpose | Are you ramsac?

You will provide professional, jargon free IT assistance to our clients

Why is your job important to us?

We promise our clients that we will provide straight forward, efficient and secure IT management. For most clients their most frequent interaction with us, is through our remote helpdesk service. Clients contact support at a moment of personal stress – they are busy hardworking folk who can't get something to work, and we can all empathise with that feeling!

Your job is to be proactive, professional and friendly – fixing their issue, preventing it from happening again, making them feel calm and confident in your ability, and making sure that the client feels well communicated with, in a manner that hasn't made them feel silly for calling in the first place! The feeling you leave the client with after your call, will often form that clients whole opinion of our firm. To our clients, you are ramsac!

Leading the way

Clients tell us its our personable, proactive approach that really makes a difference.

On a day to day basis you will:

- Help our clients with any tech question they need to raise, by phone, web or email.
- Deal with a wide variety of users with varying levels of technical knowledge.
- Manage a demanding case load in line with with SLAs, as well as answering incoming calls and emails.
- Escalate issues quickly when appropriate to do so.
- Liaise with third parties and log tickets for vendor support and warranty claims.
- Research issues for which you don't have an immediate answer.
- Be proactive in keeping customers updated with the status of their support ticket.
- Think about not only how to fix a ticket, but how to ensure a problem doesn't return.
- Manage changes in a way that minimises risks to the client's ability to operate.

Job description (cont)

Inspire us!

We want to be known as the most 'can do' well polished and caring IT supplier in the South East. To do that, we only want to work with the best. Our staff are proud to say 'I am ramsac' their personal values are all a reflection of the core ramsac beliefs, which is all about going the extra mile and being genuinely concerned about providing clients with the very best, most attentive and highest quality service. Are you ramsac enough to be part of this very special team?

What's really important to us

- The ability to be self-motivated and highly organised.
- A genuine interest in IT and a desire to build your career.
- The ability to keep it simple – no one's impressed with jargon that only serves to belittle the end user.
- Experience of providing great customer service.
- The ability to remain calm and to make clients feel that they are the most important person on the planet!

In return, we promise

We are absolutely focussed on providing great IT careers! We have a 5* Glassdoor rating, an 'outstanding' rating in the UK Best Companies employee engagement survey, and we were recently named Surrey's Employer of the Year. We promise on the job learning, industry accredited qualifications and a proven career development path to ensure you continue to grow and develop.



The recruitment process

Step one

An initial 20 minute conversation with Support Manager, Josh White, or Head of Support Services, Jonathan Dobson to find out a bit more about your background

Step two

A 90 minute interview with Jonathan and Josh, to provide you with a chance to ask any questions you may have, as well as to ask you some questions about your skills and experiences

Step three

A 30 minute interview with Managing Director, Rob May.

Our values

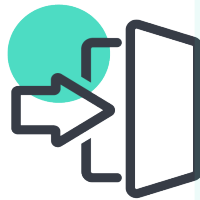
Our staff are the most important thing about ramsac! That's because as a business we have made it our mission to be the most people focussed IT supplier on the market. It's our people that make us so much better than the competition, it's our focus on doing the right thing in the best way possible. In short, it's the values we all encapsulate that make us all the heart of the business.

Our team are proud to say *"I am ramsac, I am at the heart of IT and these are my values"*



Reliable

We provide consistently excellent service and communication. We always deliver on our promises.



Approachable

We are friendly and easy to talk to, using language that is easily understood. We help others willingly.



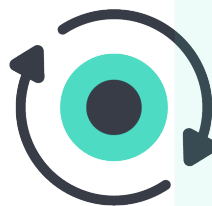
Motivated

We are enthusiastic, willing and determined to achieve success, both personally and professionally.



Skilful

We are well trained and knowledgeable – masters of our trade.



Adaptable

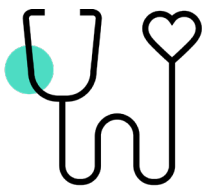
We work with the utmost flexibility to meet our customers' needs. We are never constrained by policy or procedure.



Committed

We are loyal and willing to give over our time and energy. We always look for ways to go the extra mile for our customers.

Health and wellbeing



Wellness Wednesday

We can't be the best person we can be at work, if we're not taking care of our whole selves. Wellness Wednesday's are a chance to consider our individual physical and mental health. We operate an ongoing programme of personal health and improvement initiatives that we provide

on a free of charge basis for all colleagues. Some initiatives are one off sessions, others run regularly. We will add new ideas throughout the year and we are always keen to hear from you if you have any ideas for health and wellness activities that you think would be a useful addition to our Wellness Wednesday programme.



Examples of activities provided over the last 12 months include:

- Fitness Frank – a weekly circuit training session from 5.30-6.30pm
- Pilates
- Breast health screening
- Personal fitness assessments
- Tea & talk day
- Desk side massage
- Lunch & learn sessions – a chance to bring your sandwich and listen to inspiring expert speakers, sessions have so far included:
 - ✘ Understanding stress
 - ✘ Mindfulness & meditation
 - ✘ Diet & nutrition
 - ✘ Getting better sleep
 - ✘ Managing personal finance

Time to change

We are proud of our commitment to 'Time to Change' which has a goal of ending the stigma associated with Mental Health. 1 in 4 of us will experience poor mental health this year. It's okay to talk about that and to ask for help when you're feeling stretched. We have a team of mental health champions who will be organising events and activities to support our commitment to the Time to Change pledge



let's end mental health
discrimination

ramsac
benefits

As well as your salary, we are also pleased to be able to offer the following benefits

All colleagues receive:

- A managed, contributory pension scheme
- Regular opportunities to discuss pension planning with an Independent Financial Advisor
- Life insurance
- Critical illness insurance

Free opt-In benefits

- Private health insurance
- DenPlan dental insurance

Leave benefits

- 28 days leave (20 flexible plus 8 public holidays)
- Increasing to 33 days leave (25 flexible plus 8 public holidays) after 5 years' service
- 4 days personal development leave each year
- 1 day volunteering leave each year, increasing to 2 days after 5 years' service

Tax friendly benefits

- Cycle to work bike purchase scheme

Purchase discounts

- Typically a 20% discount from the cost price of IT hardware purchases

Find out more



Our unique culture

Our culture book will tell you all need to know about life at ramsac.

[Download the culture book](#)

Diversity at ramsac

We are 100% committed to creating a work environment free from bias or discrimination, where everyone feels able to challenge or question anything that doesn't feel right, and where all colleagues come to work each day knowing that they will be free from prejudice and that they can openly raise any concerns about treatment they don't consider to be ethical or fair.



[Find out more about diversity](#)



[View our 5 star glassdoor rating](#)



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