

## **1<sup>st</sup> / 2<sup>nd</sup> Line Support Technician – Full Time**

Freedom Health Insurance is looking for a full-time 1st / 2nd Line Support Technician to join our team in Poole.

### **About the role**

An exciting opportunity has arisen to join a reputable, family-owned insurance company, based in Bournemouth. The 1<sup>st</sup> / 2<sup>nd</sup> Line Support Technician role and will sit within a close-knit, supportive IT team and will be responsible for supporting internal users.

You will be the first point of contact for all users, providing support with any IT related queries. You will be working on a wide range of diverse tasks, including managing the ticketing system and taking on any IT related queries and issues, escalating where necessary and setting up computers for new starters.

This is an essential role in a small IT team and we are looking for an individual who will be the first point of contact to assist internal users with identifying, troubleshooting, and resolving any hardware or software related issues.

### **About the responsibilities**

Technical and operational responsibilities:

- Support on both hardware and software related queries from the business.
- Identify, troubleshoot, and resolve any hardware or software related issues.
- Log and resolve any incidents.
- Escalate any issues where necessary.
- Set up new starters.
- Support the wider team with any other duties.
- Establish a good working relationship with other departments.

### **About your experience**

- Experience in working with a ticketing system and distributing support tasks
- Ownership of support tickets and providing solutions
- Experience of Office 365 and other Microsoft products
- Knowledge of Salesforce is desirable but not essential

## About your personal characteristic

All members of the team are required to work together and support each other to ensure we operate smoothly and efficiently. This means you must be:

- Self-motivated to learn and advance your technical knowledge, with a keen interest in the IT industry and new technology.
- Driven to resolve all types of incidents and problems.
- Customer focused.
- Ability to work as part of a team to obtain incident and problem resolutions.
- Meticulous & methodical with a can-do attitude.
- Attention to detail.

## About Freedom Health Insurance

Freedom Health Insurance is an award winning private medical insurance provider, established for 20 years, based in Poole, Dorset with clients both in the UK and internationally. We are a friendly, family run team and work in a relaxed environment in Westbourne with great access to public transport, shops, cafes, and social events.

We are big enough to compete in the health insurance market alongside AXA, Vitality, Bupa, and Aviva, yet small enough to ensure we deliver an excellent and personal level of service to our clients and intermediaries, whilst taking care of our committed team in the office.

## What you get in return

You will join a dynamic and growing business with an inclusive and positive company culture build on family values. You will get:

- A salary between £25,000 to £28,000 per annum depending on experience
- Private medical insurance
- 25 days holiday + bank holiday
- Employee pension scheme

The working schedule is Monday to Friday between 09.00 - 17:30.

## How to apply

**Please send your CV to Jamie Brown at [j.brown@fhi.co.uk](mailto:j.brown@fhi.co.uk).**