

# Support Engineer

This is a fantastic opportunity for someone to join a company at the forefront of education technology with a great culture that is expanding rapidly. You will need a passion for technology. If you have a hobby using technology (e.g. making websites, building servers, games programming, robotics) then you are the sort of person we are looking for.

## About Cloud Design Box

At Cloud Design Box, we create cutting-edge education solutions to make the blended classroom thrive. We also provide innovative business solutions for multi-national companies domestically and internationally.

We now have an established and growing team based at Hull's bustling Fruit Market district. We put employee wellbeing at the forefront of what we do. Our company is a family that promotes a caring, open and positive environment in which your input and ideas are encouraged and nurtured.

## The Role

You will be based at our office in C4DI with world class facilities and there are plenty of events to learn and grow through the community. Surrounded by a talented community of digital start-ups within C4DI, we are an exciting new business, and your job will be to help us grow (and have fun along the way).

You will be joining the team to help us remotely install and support our range of SharePoint MIS integration products into schools. The main products you will be working with are our range of integration products, linking the school MIS to SharePoint and Office 365.

Our work is conducted from our office in Hull, although some occasional travel and hotel stay may be needed to allow us to meet as a team and best support our customers.

## Responsibilities

Your day-to-day duties will include:

- Remotely supporting customers
- Analysing data and manipulating it through workflows
- Taking calls on the support desk
- Problem solving server and software issues
- Creating video tutorials

Any other duties as may be reasonably required by the purview of the post.

The successful candidate will have some experience of:

- SharePoint, Teams or Office 365
- Visual Studio Code, Notepad ++ or a text editor
- Active Directory
- PowerShell
- Problem Solving
- Working in a school or business environment
- A School MIS System (preferred but not required)

We are looking for someone with great communication and technical skills. This is a customer facing role and you will be required to contact customers and colleagues via phone, Teams and email. You will strive for perfection and a project will only be finished when our customers are happy with the end-product.

Office 365 is constantly evolving, and you will need to be a quick learner with a passion for technology.

Key candidate attributes:

- Keen and willing to learn through research and practice
- Someone who has a passion or at least an interest in the industry
- Excellent attention to detail, ability to follow instructions

Required:

- Excellent written and verbal communication skills
- Skills in problem solving, organisation and planning

Hours: 37.5 hours per week (Monday to Friday, 8.30am – 5pm)

Location: C4DI, Hull City Centre

## Benefits

Depending on your experience and skill set, the salary will be between £20000 and £24000 (full-time) with benefits of 25 days plus bank holidays annual leave. As a growing business, we expect this role and team to grow with the company. We pride ourselves on developing people and there will be the chance to develop yourself through training courses and attending events. Our party planning committee organise regular social events both inside and outside of the office, bringing a sense of team spirit to a hybrid workforce.

## How to apply

If you are interested simply send a covering letter and CV to [careers@clouddesignbox.co.uk](mailto:careers@clouddesignbox.co.uk) and if you would like further details then give us a call on (01482) 688891 or take a look at our website [www.clouddesignbox.co.uk](http://www.clouddesignbox.co.uk), where you can find out more about us.