

# 24/7 Technical Support Engineer

**Job type:** Full time

**Location:** Peterborough

**Salary:** £18,000 - £23,000 + £5,000 shift allowance

Data Interchange is a leading provider of electronic data interchange (EDI) and eBusiness integration solutions to over 4,000 global organisations, providing critical functionality for managing communications and data transformation within and beyond the enterprise.

A fantastic opportunity has arisen within our Managed Service team for a 24/7 Technical Support Engineer who has proven customer service skills and a love of technology.

You should have excellent interpersonal skills and previous experience of working in a customer service environment. As part of the Managed Services 24/7 team you will provide technical support for Data Interchange's bespoke managed service customers, our cloud-based client network (Dinet) and play an integral part in our 24/7 monitoring service. The 24/7 shift pattern is a 4 on 4 off 12-hour shift pattern covering 365 days a year.

This is a great opportunity for those looking to start a career in IT within a family run company that will provide excellent training and development opportunities.

The successful candidate will:

- Be able to demonstrate an ability to investigate issues in an analytical and methodical fashion
- Possess excellent communication skills and be able to clearly articulate themselves, both verbally and in writing
- Have a commitment to continued professional development
- You will have proven customer service experience.

Alongside a competitive salary, we also offer the following:

- Individual training budget
- Company pension
- Regular, subsidised staff social events
- Excellent career progression

To apply for this position, please forward a copy of your CV and covering letter to [careers@datainterchange.com](mailto:careers@datainterchange.com)