



Technical Support Team Leader

Cambridge £26-30K

Are you passionate about high quality technical support and do you enjoy passing on your knowledge to others? Then we have a role where you can make a real difference. As the Technical Support Team Leader, you will be ultimately responsible for ensuring that the needs of our clients are understood and satisfied. You will prioritise customer satisfaction and ensure that our standards are met or exceeded throughout your team.

About Bridge Fibre

Bridge Fibre has been working with our customers to make sure that their Connectivity, Hosting and Telephony needs never stand in the way of them achieving their goals. Our two founders; Andrew and Daniel have created a company with staff that work together, learn from each other and support each other through all levels of the company. At Bridge Fibre we encourage autonomy, self-development and give you a friendly and supportive environment to work in to allow you to provide the very best levels of support, advice and partnership with our customers.

The role

- ▶ Provide high quality support to our Network, Hosting and Telephony clients.
- ▶ Perform line management duties for your team.
- ▶ Take ownership of our customer experience, ensuring that all actionable requests are managed correctly and completed to the best of our ability.
- ▶ Ensure that incident and change management processes are in line with expectations.
- ▶ Where required, provide on-site support to clients within the UK.

What we need from you

- ▶ First and foremost, you are an engineer, so you have excellent networking skills, preferably within a service provider environment, with a solid understanding of MPLS/BGP core networking and associated technologies.
- ▶ Demonstrable experience with QoS solutions and traffic shaping
- ▶ Demonstrable experience with Remote Access and Site-to-Site VPNs
- ▶ Additionally, you have experience managing workloads, setting priorities, and dealing with escalations.

What's in it for you?

- ▶ At Bridge Fibre, we are a family. We're a friendly bunch with passion, ambition and we thrive on teamwork, learning & development
- ▶ We're committed to your personal career growth and we'll provide you with opportunities to further your technical skills and progress within the business
- ▶ Profit share, BUPA health care & 5% contributory pension
- ▶ 33 days holiday (including bank holidays), increasing every 2 years you work with us
- ▶ A wide variety of company socials

If this sounds like you, then start your journey with the Bridge Fibre family by sending your CV and cover letter to jobs@bridgefibre.co.uk