

JOB ROLE

FIRST LINE SUPPORT ENGINEER

Our Company

- Riela is a rapidly growing cutting-edge tech and cyber company looking to expand our service provision capabilities.
- We are looking to expand on our already highly successful and highly capable team.
- We invest in our people, their development and wellbeing. Our people are the driving force behind our success.
- It is an exciting time to join a brilliant culture of professionalism, excellence, and family.

The Location

- Riela HQ - Isle of Man
- Island life enjoys a high standard of living (compared to UK/USA), with a low tax regime (low-income tax and no inheritance or capital gains tax).
- We are the safest place to live in the UK and one of the safest places in the world.
- We have excellent education, sporting opportunities, business community, and culture.
- Key industries: eGaming, Space, Finance, Sports, Technology, Corporate Services.

About the Role

You will provide effective IT assistance across all aspects of the business and will provide back up and support for 2nd and 3rd line support. You will be responsible for support ticket triage and managing customer support and care, telephonically, in person and online.

Key Responsibilities

- Being the first point of contact for customers seeking technical assistance over the phone or email.
- Qualifying and documenting the problems raised by customers.
- Responsible for handling support of service requests which relate to all technology including workstations, servers, networks, and vendor specific hardware and software.
- Provide on-site support for client networks and applications across the customer base.
- Provide remote and telephone support for client networks and applications.

Key Skills

- Windows 10/11 Administration & Support.
- Active Directory Administration, new user setups (User Accounts, O365 Mailboxes).
- Strong communication and customer service skills.
- Ability to quickly learn new applications and technologies.
- Able to install, configure, upgrade, and relocate PC hardware, software, and print devices.
- Experience of PC hardware troubleshooting and problem solving.
- Microsoft Office 365 experience an advantage.
- Basic Administration of Exchange Server and mobile email technologies.

The Candidate

- The ideal candidate for this position will have at least 2 years' experience within the support sector.
- Any qualifications such as MCSE, MCSA, MCITP or CCNA would be beneficial towards your application.
- This is an excellent opportunity for a support engineer to progress within this dynamic and rewarding organisation, and we offer a great career path with a competitive salary and great company benefits.



More About Riela

Riela is a growing family of companies encompassing Riela Tech, Riela Cyber, Riela Yachts and Riela Corporate. We pride ourselves on the quality of our services delivered to our SME and Ultra High Net Worth clients with integrity and support integrated at all phases.

We are excited to expand our talent by hiring team players with an entrepreneurial spirit who will help drive our success internationally. By combining the power of our technology with the expertise of our people, you can be confident that you are joining a pragmatic team that will work with you to achieve our shared goals of success.

We are on a thrilling journey as we evolve our culture to represent the changing products, services and people that make up the Riela Group. It is a great time to join and play your part in this adventure.

How to Apply

If you are passionate about working with an ambitious and growing team, please apply by sending your cover letter and CV to hr@riela-group.com, stating your salary expectations.