ROLE PROFILE
Technical Support Analyst

Why do we have this role?

Resonate's vision is to create a truly connected rail network, using our deep technology expertise and rail industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.

We are creating, building, implementing, and supporting digital platforms that deliver operational management and decision support to improve the quality of customer journeys across the rail network.

We are looking for individuals who are passionate about modern IT practices and technologies, to take our products into service and then provide the quality of support that together with great design and development, will see our systems used and loved by our customers. Capable of understanding complex technical implementations and low-level concepts, you will be able to quickly build relationships and communicate effectively with our customers, and our own technical staff.

You do not need a background in rail - experience in systems that provide essential business services will be an advantage.

What are the key objectives?

- Support and maintain our traffic management, simulation and training systems, and associated equipment in accordance with documented designs
- Provide remote support, attending site as required, to support commissioning activities or to facilitate incident resolution
- Support and maintain monitoring solutions for our environments and customer applications
- Work within specified service level agreements for response and resolution times
- Support innovation and advise on the implementation of new technologies
- Engage with internal teams around technical solutions and requirements, and implementation of best practices
- Interact with internal subject matter experts on incidents and service requests that require an advanced level of technical input
- Able to interpret and understand safety rules, operating and maintenance instructions and procedural manuals
- Clearly document issues, requests, and solutions within the ITSM system
- Contribute to and maintain the internal knowledge base
- Act as a mentor to develop the knowledge and experience of other technical colleagues
- Identify process and other improvements within the directorate and raise them through the appropriate channels

Personal Attributes
- A strong communicator with experience in a customer-facing role or roles
- Excellent analytical, troubleshooting, and problem-solving skills
- Self-led learner with ability and drive to investigate, learn, and develop
- Comfortable building relationships, collaborating and communicating with multiple teams and stakeholders, of varying technical experience, both internally and externally
- Highly organised, resilient, and able to manage individual workload
- Innovative, creative, and passionate about what you do, with a thorough attention to detail

Skills and Experience
Essential
- Experience in supporting Linux/Windows: system and network configuration, software installation, troubleshooting, bash scripting, with the ability to analyse system logs
- Knowledge in networking: standard internet protocols and ports, network monitoring and analysis tools, configuration of network devices (switches, routers, firewalls)
- Experience in working with on-premise, cloud and hybrid infrastructure environments
- Experience in working with CRM or ITSM tools such as Zendesk or ServiceNow
- Excellent command of the English language both written and spoken

Desirable
- Experience working in an ITIL aligned organisation, ITIL qualifications a plus
- Familiarity with DevOps and Agile methodologies
- Familiarity with the use of structured query language would be an advantage

A full, clean driving licence is also essential.

Our Values, Behaviours and Flexibility in How we Work
At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their day-to-day activities.

Joining the team and contributing to our vision should not be determined by traditional views of working, our background, or our personal circumstances. What we do, when we do it, and where, should promote positive outcomes - meeting client commitments, innovating, and collaboration with colleagues – flexibility is key to this.

This is a remote, home-based role - it may require occasional attendance at client premises for site-based activities. The ability to reach and attend one of our three offices (Derby, Milton Keynes, or London), for training, product familiarisation, and support activities as required would be an advantage.

Support issues and activities rarely fit neatly into regular hours; therefore, our support team operates a "4 on, 4 off" shift system basis to provide 24/7, year-round coverage for our clients. You will work on a shift system with each working period consisting of four shifts of 12 hours, followed by a break of four shifts. We are looking for night shift as well as day shift workers to join the team in this role. Please talk to us about your preferences and how these could work for both you and the team.