

Customer Technical Services

Support Technician

Location: Barnsley, South Yorkshire (S75) – primarily office-based with hybrid remote working

Contract: Full-time, permanent

Salary: £21,000 – £27,000 depending on experience

The Role

Osborne Technologies Ltd is seeking a self-motivated and customer-focused Customer Technical Services Support Technician to join our team at our head office in Barnsley, South Yorkshire.

This is primarily a helpdesk and customer support role, providing technical assistance to customers by telephone and through remote support tools. You will diagnose and resolve technical issues, provide product support and manage customer support cases through to resolution.

Where an issue cannot be resolved remotely, the role will also involve travelling to customer sites throughout the UK to carry out fault-finding, repairs, installations and other technical support activities.

Key Responsibilities

- Providing professional technical support to customers by telephone and through remote support tools.
- Providing technical and product-specific support across our range of products and services.
- Diagnosing and resolving technical issues remotely and guiding customers through troubleshooting steps.
- Logging, managing and progressing customer support cases through to resolution.
- Troubleshooting IT, networking, AV and electronic equipment.
- Attending customer sites when remote resolution is not possible or where on-site support is required.
- Carrying out technical fault-finding, repairs, installations and equipment configuration at customer premises.
- Working closely with other members of the technical support and engineering teams.
- Maintaining a professional, helpful and customer-focused approach at all times.

About You

The successful candidate will be a self-motivated and organised individual with a good understanding of general IT and network-related technologies. You will be comfortable speaking directly with customers and explaining technical information clearly to people with different levels of technical knowledge.

Previous experience working within a technical helpdesk, service desk or customer technical support environment is important for this position. Experience as a service technician, support technician, helpdesk engineer, field service engineer or in a similar technical role would be advantageous.

You will need:

- Previous experience providing telephone-based technical support to customers.
- Good general IT troubleshooting skills.
- An understanding of networking and related technologies.
- Experience troubleshooting and/or repairing IT, AV or other electronic equipment.
- Excellent verbal and written communication skills.

- Strong customer service skills and a professional telephone manner.
- Good organisational, diagnostic and problem-solving skills.
- The ability to work independently and as part of a wider technical team.
- The confidence to communicate technical information clearly and patiently.
- A full UK driving licence, as travel to customer sites will be required.

On-Site Customer Support

Although the role is predominantly based at our Barnsley office, providing helpdesk and remote customer support, there will be occasions when you will be required to travel to customer sites throughout the UK.

On-site work may include:

- Technical fault-finding and diagnostics.
- Hardware repairs and component replacement.
- Product installation and configuration.
- Network and connectivity troubleshooting.
- Supporting customers with technical issues that cannot be resolved remotely.

Training & Support

Product-specific training will be provided, together with training on our systems, products and internal support processes. You will work alongside our experienced technical support and engineering teams and will have access to the technical support required to carry out the role effectively.

A company vehicle or car allowance will be provided where appropriate for business travel.

What We Provide

- Product-specific and technical training.
- Training on internal systems and support processes.
- Support from an experienced technical and engineering team.
- Company vehicle or car allowance where appropriate for business travel.
- Company pension.
- Cycle to work scheme.
- Free parking and on-site parking.
- Private medical insurance.

Employment Information

Job type: Full-time, permanent

Location: Hybrid remote in Barnsley, South Yorkshire (S75)

Driving licence: Full UK driving licence required

How to Apply

To apply, please email your CV together with a covering letter or brief statement outlining your relevant technical support experience to recruitment@osbornetechnologies.co.uk.

Please include **Customer Technical Services Support Technician** in the subject line of your email.

As part of your application, please provide details of your experience providing technical support to customers, including telephone and remote support, and any experience troubleshooting or repairing IT, AV or other electronic equipment.

About Osborne Technologies

Osborne Technologies Ltd is a UK technology company providing innovative products, technical services and support to organisations throughout the UK. We pride ourselves on delivering a professional, responsive service and on the technical ability and customer-focused approach of our team.

Further information about our products and services is available at [**www.osbornetech.co.uk**](http://www.osbornetech.co.uk).

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