1st Line Technical Customer Support

Role Overview:
Lolly is a digital commerce specialist supporting hospitality and retail SMEs across the UK. We are looking for a motivated 1st Line Technical Customer Support Analyst to join our growing support team. This role focuses on providing first-class technical assistance to customers using Lolly EPOS solutions.

Role Details:
Job Title: 1st Line Technical Customer Support
Reporting To: IT Support Manager
Location: Unit 3, Freeport Office Village, Century Drive, Braintree, Essex, CM77 8YG (Office based)

Key Responsibilities:
- Provide technical support to customers via telephone, live chat, email, and remote access tools.
- Troubleshoot and resolve EPOS-related hardware and software issues.
- Carry out routine system checks and maintenance to ensure smooth operation.
- Log, manage, and take ownership of support tickets, escalating issues when required.
- Keep customers informed with clear and timely updates throughout issue resolution.
- Maintain accurate technical documentation and support reports.
- Work closely with internal IT teams and other departments to meet customer needs.
- Liaising with different stakeholders in a timely manner to resolve tickets & meet SLA.

Skills, Knowledge & Experience:
- Experience using or supporting EPOS systems. (desirable)
- Background in IT support or IT administration.
- Strong communication skills with both technical and non-technical users.
- Ability to work effectively in a small, fast-paced team.
- Confident working in a busy customer-facing support environment.
- Positive, proactive attitude with a strong customer focus.

Salary, Hours & Benefits
- Salary: Competitive, dependent on experience
- Pension: Matched contribution up to company limits
- Life Assurance: Death in service benefit
- Holiday: 23 days annual leave plus UK bank holidays
- Working Hours: Three-week shift rota, Monday to Friday – two weeks of 9:00am–5:30pm and one week of 7:00am–3:30pm (subject to change).

- Remote Working: One day per week during early shift only

About Lolly:
Lolly provides enterprise-level EPOS solutions to hospitality and retail SMEs across the UK. Our platform scales seamlessly from single-site businesses to multi-location operations, offering real-time inventory, reporting, and management tools. We partner closely with our customers, providing end-to-end support as their businesses grow.

Eligibility Criteria
Applicants must have the right to work in the UK.
A clean UK driving licence is required.