

## **First-Line Technical Support Job Description**

### **Main Focus of Role:**

A new role to support our existing technical support team with first-line queries.

Must have a minimum of 2 years in customer service with a technical background

We are looking for a highly organised individual with a background in customer service, preferably in a technical environment.

### **Candidate Profile:**

Someone who is passionate for their job and gain satisfaction from solving a customers technical problems.

Someone who is flexible and can support the team across all major roles.

Smart and quick learning.

Experience of networking, particularly Wi-Fi related is a benefit.

Good phone manner, confidence with discussing technical concepts with non-technical customers.

Ability to travel to customer sites to evaluate the performance of equipment and assist with troubleshooting across multiple teams

### **Key Responsibilities:**

The role is to offer first-level support to our existing in-house teams and ongoing support to customers and consumers using the Wireless Social product suite.

The candidate will manage the activation of Wireless Social products at customer venues, both remotely and in person.

The candidate will be responsible for providing advanced troubleshooting where required and for ensuring that multi-site operators are deployed in a smooth and professional manner.

The candidate will form part of the first-line response team, responding to customer queries, tickets and calls along with pro-actively assisting customers with on-boarding the product.

The candidate will form part of the delivery team, preparing hardware and shipping hardware to customers where required, working alongside the existing delivery team.

The candidate must present a confident telephone manner and have experience of managing long-running technical support tickets.

### **Behaviours and DNA:**

- Commercial Thinking – always look to provide win/win scenarios and make sure that WS does not lose potential revenue/growth opportunities
- Customer centric – to ensure you keep the customer at the forefront of all decisions, and that we deliver an exceptional customer experience
- Results/Value driven – achieving KPI's are critical to Wireless Social strategy

**Core Skills:**

- Phone Skills
- Remote troubleshooting
- Highly Organised
- Ability to liaise with non-technical staff, both internal and external
- On-site visiting and troubleshooting.
- Background in customer service.
- Experience of working in a ticket-driven technical support environment.

**Key Relationships:**

- You will report directly to the Head of IT on all matters to do with your role
- Work closely with the existing technical support team
- Work closely with the customer success and account management teams within the business.