

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Service Helpdesk / Partner Support Associate
<b>DEPARTMENT:</b>	Service Operations (INOC-International Network Operations Center)
<b>REPORTS TO (JOB TITLE):</b>	Customer Support Supervisor
<b>DIRECT REPORTS:</b>	None

<b>BRIEF SUMMARY OF THE OVERALL REQUIREMENTS OF THE ROLE:</b>	The Service Helpdesk / Partner Support Associate will work as part of a team that interfaces primarily by telephone with Viatel customers (and other outsourced customers) to deliver technical support for IP and telecoms related products and services. The role primarily includes taking first line calls and other customer contact; therefore excellent written English and telephone manner is essential. This is an ideal role for someone that is friendly and has a good degree of common sense. The ideal candidate must be able to troubleshoot well and can learn new skills quickly. They must be Polite and Professional, and have the desire to succeed; as this is a role where they can progress their career if they prove themselves. We are looking for a dedicated team member who can be depended upon.
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<b>KEY RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>▪ To interface by telephone, email and fax with and users.</li> <li>▪ Provide excellent service to customers and set expectations based on agreed processes.</li> <li>▪ To manage all Technical tickets, to agreed Target Resolution Times.</li> <li>▪ To work in a shift pattern and be flexible. 08:00 – 19:00</li> <li>▪ To 'own' customer issues through to resolution and to recognise when to escalate.</li> <li>▪ Provide daily reports to Customers and internally.</li> <li>▪ To assist the <b>Customer Support Supervisor</b> with ad-hoc projects.</li> <li>▪ To keep ticket Journal entries updated with clear written English without Jargon or the use of Acronyms.</li> </ul>
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<b>PERSON SPECIFICATION:</b>	<ul style="list-style-type: none"> <li>▪ Excellent customer service</li> <li>▪ Excellent communication skills (verbal and written)</li> <li>▪ Flexible attitude</li> <li>▪ Use initiative and be pro-active</li> <li>▪ Take ownership/responsibility for own work</li> <li>▪ Professional behaviour</li> <li>▪ Problem solver</li> </ul>
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<b>SKILLS REQUIREMENTS:</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ Have knowledge of the Internet and common applications and connectivity protocols.</li> <li>▪ Experience of all Windows OS (knowledge of MAC OS is desirable but not essential). Knowledge of UNIX would be useful.</li> <li>▪ Knowledge of network technology including Router configuration (Cisco preferred), LANs and WANs.</li> <li>▪ Knowledge and experience of Helpdesk software.</li> <li>▪ Fluent in English (spoken and written).</li> </ul>	

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<b>EXPERIENCE REQUIREMENTS:</b>	
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<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ To have worked in a Helpdesk Environment or customer facing role for at least 6 months (12 preferably).</li> </ul>	

<b>EDUCATION/QUALIFICATIONS:</b>	
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<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ To be educated to at Least 'A' Level standard.</li> <li>▪ Cisco certification / Study (CCNA) desirable but not a pre-requisite.</li> </ul>	