

# Job Description

**Job Title: Technical Support Analyst**

**Department: Technical Services**

**Reporting to: Technical Manager**

## Role Summary

Responsible for providing support to Coconnect's customers through first-class customer service via the telephone, email & tickets, live chat or remote support sessions.

Responsible for installation, provisioning and documentation of telecommunications and/or data systems as required.

## Key Duties and Responsibilities

- Respond to customers through all mediums and accurately deal with any technical queries they may have (including, but not limited to VOIP, networking, connectivity issues), conducted in a professional and timely manner, ensuring any agreed SLA's are met.
- Deal with technical queries as efficiently as possible, logging all relevant information in ticket systems, including time spent resolving issues.
- Undertake customer call backs when directed to do so by line management, ensuring that all call backs are within a reasonable length of time.
- Liaise with other departments within Coconnect to resolve any issues that arise as and when necessary.
- Keep your line manager informed of any issues that arise as necessary, providing all the relevant information.
- Maintain a professional, polite and friendly manner at all times when responding to calls, emails, tickets and live chats.
- Liaise with your direct line manager and other members of the Technical Support team on a regular basis to ensure excellent communication and enhanced working relationships.




02392 522 322



hello@coconnect.co.uk



www.coconnect.co.uk

- 
- Liaise internally with colleagues to identify technical solutions and share best practice.
  - Liaise internally with colleagues across the company to ensure customers' orders are effectively processed and that they receive good customer care.
  - Proactively keep your product knowledge up-to-date, staying abreast with emerging new products, Microsoft operating systems, developments and best practice.
  - Remain courteous and calm at all times, especially when under pressure.
  - Attend departmental and company meetings and training as required.
  - Undertake any other reasonable tasks as directed by line management.
  - Demonstrate a duty of care and maintain safe working practices whilst undertaking your working duties at all times.
  - Uphold and promote Company policies, procedures, acting as an advocate at all times for Coconnect, exhibiting its values and ethos. Work in accordance with Coconnect's Equality and Diversity policy.
  - Work flexibly and be receptive and adaptable to a changing environment within a fast-expanding Company.
  - Consistently demonstrate the behaviours and attitudes of a 'Coconnect Ambassador'. At all times act respectfully and professionally, regardless of the situation.

This list is not an exhaustive list of duties and you may be liable to undertake such duties as may be reasonably required of you that are within your capability.



02392 522 322



hello@coconnect.co.uk



www.coconnect.co.uk

## Person Specification

Criteria	Essential/ Desirable
<b>Experience</b>	
<ul style="list-style-type: none"><li>• Knowledge and experience to manage and maintain customer filtering systems (Smoothwall / Fortinet / Netsweeper)</li></ul>	D
<ul style="list-style-type: none"><li>• Significant experience and knowledge of complex server troubleshooting, diagnosis and resolution</li></ul>	E
<ul style="list-style-type: none"><li>• Knowledge and experience of networking infrastructure troubleshooting, diagnosis and resolution</li></ul>	E
<ul style="list-style-type: none"><li>• Knowledge and experience of wireless networking troubleshooting, diagnosis and resolution</li></ul>	E
<ul style="list-style-type: none"><li>• Knowledge and experience of providing remote technical support troubleshooting, diagnosis and resolution</li></ul>	E
<b>Skills</b>	
<ul style="list-style-type: none"><li>• Excellent customer service skills across all communication mediums</li></ul>	E
<ul style="list-style-type: none"><li>• Ability to communicate complex technical information in clear simple terms</li></ul>	E
<ul style="list-style-type: none"><li>• Strong problem-solving skills with the ability to think of solutions quickly</li></ul>	E
<ul style="list-style-type: none"><li>• Staying calm under pressure</li></ul>	E
<ul style="list-style-type: none"><li>• Ability to handle queries from B2B customer (Education)</li></ul>	E
<b>Education</b>	
<ul style="list-style-type: none"><li>• Qualification/s in Servers, Networks, and/or Wireless networking</li></ul>	D
<b>Values</b>	
<ul style="list-style-type: none"><li>• A passion to drive Quality, urgency, efficiency support and trust</li></ul>	E
<ul style="list-style-type: none"><li>• Flexibility and adaptability</li></ul>	E
<ul style="list-style-type: none"><li>• Positive outlook with a can-do attitude,</li></ul>	E



02392 522 322



hello@coconnect.co.uk



www.coconnect.co.uk