Job Description

Job specifics

Job title:	Customer Support Technician (1st Line)
Directly responsible to:	Customer Support Supervisor
Accountable to:	Head of Service Delivery
Department:	Service Delivery
Location:	Field based or assigned to specific customer site depending upon location.
Key working relationships:	Customer Success Department and Service Delivery Department

Role accountability

Role purpose	Acting as a brand ambassador and adhering to the Company 'Code of Conduct' at all times, the 'Customer Support Technician' plays an essential role in the caring, successful delivery of our education-centric technology services. Your role is field based. Your primary focus is to attend and enable school communities to feel comfortable and confident using education technology for teaching and learning by providing the technical know-how to deliver the best possible digital environments. You will accomplish this by visiting customer sites and providing broad 1st line technical problem solving/network management as well as building strong relationships based upon honesty, trust and respect with the school leadership and teaching/support staff and ensuring contractual compliance against KPI's and Service Level Agreements (SLA).
Duties and key responsibilities	Workflow management 1. Know and understand the SLA delivery targets, school development plan and digital transformation strategy for each contract and be proactive in ensuring that you meet the requirements within. It is your responsibility to do so. 2. Decisions and actions around purchases, installations, maintenance and repairs are to be taken in accordance with the customer SLA, development plan and digital transformation strategy along with any applicable reporting and quality

systems to optimise the performance of network systems and services, hardware and software in line with customer requirements.

3. Keep up-to-date with external stakeholders and ensure that any key stakeholder changes and contact details are communicated back to relevant stakeholders within the Company.

4. Liaise with internal stakeholders on any important changes that are happening within your customers portfolio.

5. Be prepared to provide insight on your customer portfolio at any given time by keeping accurate and up-to-date records.

6. You will be expected to share information at any given time to internal stakeholders such as your line manager and Customer Success Managers and external stakeholders such as headteachers.

7. Monitor your customer portfolio and respond to incidents logged by the customer or on behalf of the customer.

8. Management of problems to resolution for any network or equipment failures, including and not restricted to: software, hardware and infrastructure problems as defined by the SLA. This will include computers, servers, peripherals and cloud-based applications.

9. Ensure that all systems, change request forms, service calls and queries used to carry out work activities are updated on a real time basis including the completion of detailed and accurate call notes.

10. Act as point of contact regarding all technical issues with manufactures, suppliers, ISP and external support organisations

11. Be aware of changes that may impact customers and other teams ensuring that they are kept up to date whilst highlighting any alterations to working practices etc that may be required.

12. Manage day-to-day tasks, time and responsibilities to ensure that service levels are achieved; proactive maintenance and change implementation objectives are met.

13. Proactively seek out changes that will add value for the customer and ensure the service is delivered in the most efficient and dynamic way.

14. Identify and raise issues, escalate or resolve where required and offer solutions to queries providing a customer interface (using all means for communication tools) to ensure the best possible customer experience.

	15. Actively participate in team process improvement, process implementation and document requirements for new and existing services.
	16. Maintain a professional and effective working relationship with customers and work colleagues at all levels and at all times.
	17. Always act in the best interest of the customers assigned to you and your portfolio.
	Optimised and sustainable operations
	18. Be competent in all of the fundamental technical skills as per the apprenticeship modules and framework for this job level (including any form of assessment, exam or evidence as part of the framework), and an ability to demonstrate the development of role competencies.
	19. Take responsibility for your personal and professional development, to ensure you keep up to date with best practice in education technology, government guidelines and can deliver services and solutions that are set up and optimised for customer use and in-line with current trends.
	20. Apply current testing methodologies and troubleshooting
	21. Analyse problems by selecting the appropriate digital tools and techniques and apply structured techniques to common and non-routine problems to demonstrate problem-solving capabilities and a justification of choice.
	22. In addition to your technical work, we expect you to provide advice and coaching to our customers, to ensure that they feel confident and comfortable using the technology resources available. For this reason, you must keep up-to-date with the products and service available from the Company and be competent in the use of the education technology within the school.
	23. Demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibility in adherence to ICT security protocols and timescales, and current legislation.
	24. Optimise the performance of network systems and services, hardware and software in line with business operations and customer requirements.
	25. Ensure adequate data backups and disaster recovery plans are in place and executed along with periodically checking the integrity of the backup to protect against loss of data through error, abuse, malfunction or disaster

	26. Encrypt and secure all data on removable media (USB, portable hard drives, laptops, off-site backups etc) in line with Company compliance with data protection requirements.
	27. Install, configure, maintain and schedule correct antivirus procedures and systems and maintain software/firmware updates on all machines.
	28. Maintain all necessary records and documentation including network maps and inventories and details of licences, warranties and equipment checks as necessary
	29. Manage active network components including switches, wireless access points and controllers, routers and bridges and ensure cabs and comms rooms are clean, tidy and secured.
	30. Complete maintenance of filters for hardware for ventilation such that they are clean and dust-free.
	Specification and installation
	31. Assist with the process of identifying customer requirements and planning implementation programs and all associated documentation by adhering to the 'workflow management' section as listed above, expressly points 2 and 4.
	32. Help plan and implement a structured approach for installation of PC's, printers, interactive whiteboards, projectors and other network and ICT devices.
	33. Install and configure hardware and software as required by the customer, ensuring that the appropriate licences are in place in accordance with licencing guidelines.
	34. Have a working knowledge of all locations of hardware on a customer site, along with how it is connected.
	35. Ensure that correct hardware channels are set and drivers installed where applicable, updating drivers and documenting where required.
	36. Set up and secure hardware in correct positioning to identify any potential hazards, applying security markings in accordance with customer guidelines.
KPIs and SLAs	37. Achieving daily and weekly expectations of completed/closed tickets in line with Company standards.
	38. Keep customer records up to date.

	39. Maintain customer satisfaction and retain the customer base.
	40. Have a working knowledge of and embrace emerging trends, new technologies, best practices and working towards next level of apprenticeship where appropriate and agreed with the Company.
	41. Work productively to maintain margins in line with Company targets.
Standards and quality assurance	Working effectively in the Company environment
	42. Demonstrate the full range of skills, knowledge and behaviours required to fulfil the job role in accordance with Company SLA's, policies and procedures.
	43. Adhere to and be able to evidence that the standards and legislative requirements are being upheld relating to Data Protection, Information Governance, Information Rights, Biometrics, Freedom of Information, Child Protection, Health and Safety any other relevant policies which may be implemented as new ways of working emerge.
	44. Demonstrate your contribution to and an understanding of the wider business objectives, working consistently to promote improvement.
	45. Adhere to the Company 'Code of Conduct' and act with integrity, honesty, loyalty and fairness, always within the limits of professional competence, to safeguard assets, financial probity and the reputation of the Company.
	46. At all times, keep systems updated and maintain accurate records to document all work undertaken in line with agreed procedures.
	47. Demonstrate the ability to use both logical and creative thinking skills when undertaking work tasks, recognising and applying techniques from both.
	48. Recognise problems inherent in, or emerging during work tasks, and tackle them effectively. Escalate complex enquiries to relevant team member/s whilst maintaining responsibility and accountability throughout.
	49. Establish and maintain productive working relationships, and demonstrate communication abilities use a range of different techniques whilst remembering the importance of checking other parties' understanding.
	50. Undertake a systematic review of your own practice, in relation to performance management and professional development, taking responsibility to ensure that the necessary skills, knowledge and understanding are kept updated to ensure you stay abreast of all relevant legislation to facilitate all aspects of the post and enable you to remain current.

	51. Keep informed of developments at the Company by reading the newsletter, noticeboard, staff handbook, policies, Company documentation, website and following the social media accounts.
	52. Understand the importance of teamwork and team-building techniques that enable teams to perform effectively.
	53. Attend and participate in staff training and team and meetings where appropriate
	54. Appreciate and support the role of other professionals

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the management team within the grading level of the post and the competence of the post holder.