
TECHNICAL SUPPORT SPECIALIST

Unified Engineers

Full Time

Market Harborough

SUMMARY

Welcomm are currently looking to employ an experienced Technical Support Co-ordinator to work within our growing Unified Communications department. As a Technical Support Specialist you will be an integral part of the department and day to day responsibilities will include: remote fault logging and resolving, on-site system installs and maintenance, project management and long-term relationship building with both existing and new customers and suppliers.

Essential requirements will require the employee to: build strong client relationships, work well individually or as part of a team, communicate effectively, clearly understand customer requirements and have the drive to “go the extra mile” to meet SLA’s and deliver a high quality customer service. The position requires a quick learner who is keen to adapt to new technologies alongside their day to day job role.

As such a new employee will be required to have excellent product knowledge, phone manner and organisational skills in order to deliver the highest quality support service. The position will report to our Unified Support Leader.

KEY RESPONSIBILITIES

- Maintaining Hosted VoIP
- Maintaining Office 365
- Understanding customer networks
- Communicating effectively with suppliers.
- Updating customers within SLA’s.
- Providing high quality customer service.
- Project management.
- Logging and resolving customer faults remotely.
- Support in pre-build and phone surveys.

Welcomm House, 24 The Point Business Park, Rockingham Road, Market Harborough, LE16 7QU
Tel: 01858 410010

PERSONAL ATTRIBUTES

- Time management skills – Meeting strict SLA's.
- Project management skills.
- Excellent phone manner
- Driven to “go the extra mile” to deliver the best possible customer service.
- Experience in the Unified Communications industry.
- Solid product knowledge.
- IT literate
- Flexible and adaptable.
- Trustworthy.
- The ability to work well individually or as part of a team.

PRODUCT KNOWLEDGE

- Traditional telephone lines – PSTN, Multi-Line and ISDN.
- Data Services – ADSL, Satellite Broadband, FTTC, EoFTTC, EFM, Ethernet Leased Line.
- IT and Networking
- Hosted VoIP – BT IPVS, 8x8 and Gamma Horizon
- Traditional Telephony – Samsung, Avaya and NEC
- Virtual number Services – My Inbound and Fax to Email
- Microsoft Office 365

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.

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