



Mobile Device Trainee Technician

Business Support | Full Time | Market Harborough

Summary

Welcomm are currently looking to employ a Mobile Device Trainee Technician to learn about and grow into management and maintenance of mobiles and their associated services. As a trainee technician in this area you will be an integral part of the department and day to day responsibilities will include the following: offering mobile product advice to internal members of staff; communicating effectively with relevant suppliers; enhancing the ability and confidence in the mobile product sets throughout the business; on-site system installs and maintenance, project management and long-term relationship building with both existing and new customers and suppliers. The candidate needs to have a keen interest in mobiles and associated technology.

Essential requirements of the role are to: learn and quickly develop mobile device understanding, 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, to deliver a high quality customer service and build strong client relationships over time. The position requires a quick learner who is keen to adapt to ever changing new technologies alongside their day to day job role. The Company currently uses IBM's Maas360 as our mobile device management product both in house and for our customers.

As such the candidate will be required to have a desire to learn new products, possess an excellent phone manner and organisational skills in order to deliver the highest quality service. The position will report into our Business Support Specialist.





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Key Responsibilities

- Setting up devices with mobile applications
- Managing the deployment of those devices to the customer
- Assisting with any ongoing queries the customer may have
- Assisting customers on an ad hoc basis with mobile phone device issues

Personal Attributes

- Time management skills – Meeting strict SLA's
- Excellent phone manner
- Provide a quality and efficient service to our customers
- Driven to “go the extra mile” to deliver the best possible customer service
- Flexible and adaptable
- Trustworthy
- The ability to work well individually or as part of a team
- Demonstrating knowledge, skills, good judgement, and integrity in doing your job
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for your decisions and actions
- Serve with motivation and dedication
- Be humble and polite
- Continuously deliver and exceed excellent customer service to Welcomm customers
- Ability to plan and prioritise workload for customer delivery, taking full ownership
- Ability to establish customer action plans and deliver against timescales agreed with excellent time management skills
- Strong liaison skills with the co-ordination of internal/external parties





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- Good use of Microsoft Office, especially Word and Excel
- Excellent communication skills and the ability to build strong relationships with customers, peers and suppliers
- Organised, punctual and consistent when contacting customers
- Well presented with a positive, professional and proactive approach

Why Welcomm

- Competitive salary
- Healthcare cash plans
- Benefit platform for an array of high-street and online discounts
- Wellness programs
- Company social events
- Jovial friendly working environment
- Casual dress
- On-site parking
- Regular staff treats!

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.

