

<b>Job title</b>	Customer Technical Support Officer
<b>Issue no</b>	4
<b>Date</b>	May 2019
<b>Name</b>	
<b>Supervisor</b>	Client Relations Director
<b>Support Staff</b>	None
<b>ACCOUNTABILITY</b>	
<b>Technical Duties</b>	
<ul style="list-style-type: none"> <li>➤ Assist Customers with their technical queries over the phone or by email</li> <li>➤ Raise and schedule Field Engineering jobs arising from customer contact or monitoring activities</li> <li>➤ Ensure that all customer queries are resolved promptly and effectively</li> <li>➤ Enter details of issues requiring further technical investigation or action on Mantis and track through to conclusion</li> <li>➤ Provide IT solutions and resolve network/ configuration issues remotely</li> <li>➤ Provide technical support for engineers by phone</li> <li>➤ Monitor remotely key client sites and report any issues to customer service colleagues</li> <li>➤ Attend site to provide technical assistance when required</li> <li>➤ Assist with product testing and development</li> <li>➤ Take an active part in interventions to prevent account closure</li> </ul>	
<b>Key Account Duties</b>	
<ul style="list-style-type: none"> <li>➤ Produce Monthly reports</li> <li>➤ Restoring site databases from back-up files</li> <li>➤ Setting-up new sites on systems</li> <li>➤ Global monitoring of sites and acting on areas of concern</li> </ul>	
<b>Installation Project Work</b>	
<ul style="list-style-type: none"> <li>➤ Determine and provide data and power requirements to Contractors</li> <li>➤ Liaise with Site IT to provide Monika IT System Requirements</li> <li>➤ Liaise with Site IT to get Monika Product Approval for IT Networks</li> <li>➤ Quote for new installation projects when required</li> <li>➤ Assist Clients to optimize their systems</li> </ul>	
<b>Team Duties</b>	
<ul style="list-style-type: none"> <li>➤ Provide cover for the Customer Service Desk</li> <li>➤ Be able to deal with any customer query through to satisfactory conclusion</li> <li>➤ Housekeeping of Protean Database</li> <li>➤ Provide Management Information when required</li> <li>➤ Create and maintain Spreadsheet Tools</li> </ul>	

This job description forms part of your Contract of employment but you may be asked during the course of your duties to carry out a particular job function which is not currently included within this document. If that job is to become a regular task, then we will discuss adding it as part of your normal job description.

The Company will review Job descriptions regularly. If you are not totally happy with any of the contents, you should discuss this with your Manager.