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micron communications limited

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Job Description

ICT – Support Technician Apprentice

Version 1.2

July 28, 2021

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| **Title:** | ICT – Support Technician Apprentice |
| **Reports To**: | Head of Support |
| **Escalation:** | Operations Director |

## PURPOSE OF JOB ROLE

As a Support Technician Apprentice, you will be the first point of contact for customers with technical issues via phone and email. Focusing on level 1 cases, providing effective and remote support service for customers whilst always delivering excellent customer services.

For more complex technical issues you will be responsible for assigning the cases to the relevant level for one of the team members to respond too, ensuring clear and accurate notes are recorded in Salesforce.

Working collectively with the Support Desk team to ensure SLA are achieved and maintained.

KEY ACCOUNTABILITIES

Below, are a list of activities/duties generally involved in the role, some areas detailed will be secondary support. The list is non-exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

* Answer the support line and log support cases
* Manage tier 1 que and hit milestone in response the cases
* Provide telephone / remote support assistance in resolving cases in the following areas: IT, WIFI and Telecoms
* Take part in pre-configuration of small projects
* Escalate cases that need advanced support or customer care
* To regularly update case tracking information
* Ensure own performance targets are met
* Assist within the team as a whole to achieve group targets and achieve a high level of customer service

QUALIFICATIONS & EXPERIENCE

* Minimum 5 GCSE’s; English & Maths at grade C or above or equivalent
* Customer service experience

SKILLS & BEHAVIOURS

* Ability to communicate effectively in a variety of situations
* Excellent interpersonal skills, both oral and written
* A strong desire to learn, improve and succeed
* Excellent IT skills
* Effective organisational skills with the ability to plan and priorities tasks
* Ability to carry out tasks following training / direction
* Good time management skills to ensure tasks are completed and resolved in line with targets
* Confident and pleasant phone manner
* Good attention to detail
* Supportive and helpful team member

## Training

During the course of your employment there will be the opportunity to carry out training to further increase your knowledge. The list below outlines what training may be available for your specific role and will be discussed during your reviews.

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| --- | --- |
| Internal | Connectivity Training |
| Networks Fundamentals |
| WiFi Basic Training |
| External | Information Communications Technician Level 3 Apprenticeship |
| Telephone Etiquette training |

The training is not solely limited to the above, certain circumstances may warrant investment or support in order to facilitate other training useful to the business or your role within it.

To be kept in staff file:-

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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