

<b>Role Code:</b>	<b>SVS054</b>		
<b>Job Family:</b>	Service	<b>Discipline:</b>	All
<b>Role Title:</b>	Technical Support Engineer – Level 1	<b>Typically reports to (role):</b>	Operations Manager/Team Manager

**Purpose Of Role:**

To provide expert technical support on processes & products thereby ensuring a professional and consistent delivery of quality service to BT customers and achieving operational targets.

**Key Responsibilities:**

- Work as a part of the Global Customer Service Desk and pro-actively respond to customer network faults and changes within defined service levels.
- To deliver operational service in 24x7 work environment
- Change Request and Incident queue monitoring of tools to manage customer requests and queries
- Direct engagement by phone with the end client for clarification of information/confirmation of completion of the request
- Managing 3<sup>rd</sup> party suppliers for Incident resolution / Change request implementation- Service Provider, Field support team, Cisco TAC.
- Escalation of incidents and changes in jeopardy of completion within defined service level to Operations Manager for onward resolution
- KCI (Keeping customer informed) using phone on Incidents and Change to provide continuous and timely feedback to the end client on progress
- Initiate and Support Problem Management Process
- Initiate and Support Special Incident Investigation and Incident analysis report
- Support Incident Management with ISP
- Updating all associated activity logs on incidents and Change's including updates, ticket suspension, completion and closure
- Attending weekly customer service/internal change review calls (Customer Champion) as and when required
- Monthly reporting to the Service Manager & Account Manager (Customer Champion)
- Daily / Weekly / Monthly reporting
- To maintain the Incident and Change queue as low as possible to ensure maximum attention to each and every customer request or query.
- To attend various workshops and training events arranged by the operations manager to improve the technical skills and BT product knowledge.
- To attend BT internal meetings to review and improve the support processes to BT customers.
- To attend customer awareness training sessions

**Key Skills:**

- Excellent written and spoken English language skills
- Ability to liaise with Internal and External customers and suppliers at any level
- Good customer interfacing skills
- Strong communication and interpersonal skills
- Planning and organisational skills
- Basic troubleshooting of Network Elements
- Basic understanding of Routing and Switching
- Ability to work under tight timescales
- Ability to champion best practice within the unit through awareness of and adherence to process and procedures.
- Able to work with little or no supervision and with limited technical support.

**Qualifications:**

- Four year graduate Degree, B.Tech (Electronics, Computers, CS, Electrical, IT, Telecom)
- ITIL Certification or ITIL Awareness is added advantage
- CCNA certification would be preferred