

Role:	Regional Support Engineer (Assistant)
Department:	End User Support
Salary Range:	£19,335 - £20,483
Responsible to:	Regional Support Team Leader

Job Purpose:

Receives and handles requests for a wide range of support from Cantium Business Solutions customers following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken. Provides advice on the application of policies and procedures to colleagues and shares knowledge within the Company.

Main duties and responsibilities:

- i. Following agreed procedures, provides advice to customers on supported systems, products and services which are available to them, applicable to level and grade. Also provides guidance to colleagues on the application of policy and procedures allowing them to apply these to enable resolutions to customer' incidents.
- ii. Responds to a wide range of requests for support by providing information to enable incident resolution seeking advice from senior colleagues as necessary.
- iii. Communicates effectively with customers and service providers, including documenting incidents, checking progress and ensuring all diagnostic information is provided for error resolution and incident analysis.
- iv. Provides instructions to customers to enable them to make more effective use of desk-top systems, products and services. Makes initial diagnosis of any problems and advises known solutions where applicable. Investigates more complex technical issues sharing this knowledge with colleagues.
- v. For all products, services and systems within the area of responsibility, demonstrates, installs and commissions desk-top systems and their routine upgrades. Provides information on updates, known errors, changes in availability, new facilities etc. Liaises with senior colleagues when help is required and advises and supports colleagues.
- vi. Interprets technical or procedural manuals for non-technical customers / colleagues and provides routine training in normal usage of systems, products and services, providing information on the full range of capabilities.

- vii. Provides cover for the Remote Support team if required.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company has several established traded brands which provide services to external organisations.

The company is dynamic and agile and is building a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back office services to its customers.

Person Specification

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Qualifications	<ul style="list-style-type: none"> Educated to level 2 qualification or equivalent to include English and Maths
Experience	<ul style="list-style-type: none"> Experience of working in a customer service environment Experience of providing IT support to customers
Skills & Abilities	<ul style="list-style-type: none"> Ability to learn new software/hardware in depth quickly by taking responsibility for own development and improvement. Able to organise own work, working accurately and efficiently in a busy environment. Demonstrates empathy with the inexperienced user of computer systems and a patient approach in explaining computer software operation. Excellent customer interaction skills in order to communicate effectively by telephone, face to face, in writing and with third party contractors. Aware of specific standards associated with role. Examples: service desk procedures, corporate policies, change management processes, procurement policies, E-Safety and data protection
Knowledge	<ul style="list-style-type: none"> Knowledge of Windows OS desktop and Microsoft Office application suite. Knowledge of mobile devices such as iPads.