

ROSCOM HQ
Bateman Street
Derby, DE23 8JQ
United Kingdom
Tel : +44 1332 344990
Fax : +44 1332 206424

ROSCOM Africa
PO Box 743
Melkbosstrand, Cape Town 7437
South Africa
Tel : +27 2155 35157
Fax : +27 2155 35157



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Support Engineer

JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Team Leader	VERSION #	1.2
JOB REF	Support Engineer	DATE	July 2010

ROLE OBJECTIVES

Deliver excellent technical and operational product support to customers, performing full issue diagnostics for any issues reported. Ensure that customers are being regularly contacted and that problems are resolved in a timely manner. This role is highly customer focused.

Problems can be anything from "How do I enter this information" to fixing indexes on a database to diagnosing Hardware faults.

ROLE AND RESPONSIBILITIES

Maintain and support managed service department and customer systems.

Keep regular contact with clients to ensure all issues are resolved in a timely manner and that all SLA targets are met.

To perform troubleshooting and issues resolution for any faults reported.

To ensure a high level of product knowledge is both gained and maintained, including new developments as they occur.

Maintain company records to ensure they accurately reflect managed services' systems

Undertake testing hardware and software

To evaluate managed service and customer concerns and report to management on system support issues.

To work to set company standards of support and first class customer service.

To assist in the maintenance of internal systems as required.

Maintain a high level of communications with customers/analysts who have outstanding problems.

Monitor calls and statistics, and where necessary highlight/escalate issues to Manager.

To attend all internal and external training courses as required.

To assist in department projects or any other tasks required.

To ensure the working areas are maintained and in good order

Any other tasks suitable for your level of training and ability within Roscom organisation

Must be able to travel both UK and overseas (sometimes at short notice)

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Prior customer-facing, technical product support experience

Familiarity with Linux / UNIX systems and operation

Basic understanding of / experience with databases

PREFERRED SKILLS

Experience of customer-facing, technical product support

Experienced with Linux / UNIX system admin and database administration

Linux / UNIX accreditation(s)

ADDITIONAL NOTES

Person Specification

Willingness to learn new technical and diagnostic skills

Willing to attempt new or unfamiliar tasks with guidance from other staff

Excellent diagnostic and problem-solving abilities

Attentive to detail and take pride in your work

Aware of the implications of working on live customer equipment

Friendly and reliable

Good organisational skills with the ability to prioritise

Confident telephone manner with excellent communication skills

Work well as part of a team

Ability to work under pressure to deliver a high standard of service

Proven track record within a customer support environment

Experience in call logging, handling, requests of all types and faults in an accurate and professional manner

Self-motivated and have the ability to motivate other

Conscientious and able to use own initiative