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## Services Support/Installation Engineer

### JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Services Support Manager	VERSION #	1.0
JOB REF	Support Engineer	DATE	January 2009

### ROLE OBJECTIVES

Deliver excellent technical and operational support to customers, performing initial troubleshooting for any faults reported. Ensure that both customers and analysis teams are being regularly contacted and that calls are resolved in a timely manner. This role is highly customer focused.

### ROLE AND RESPONSIBILITIES

Maintain and support the Managed Service Department systems, managing all requests made by Data Analysts to ensure they are routed correctly.

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

To perform initial troubleshooting 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 of hardware and software.

To evaluate Managed Services' 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

2 years of customer-facing, technical product support

2 years of 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 others

Conscientious and able to use own initiative