

## Job Description, Helpdesk Technician 2024

This position reports directly to the Service Manager (Victoria Murgatroyd-McNoe). Responsibilities are to deliver technical support and problem-solving services to Decision1's customers. The functional relationship are with Decision1 customers and prospective customers and all Decision1 staff.

Key Tasks	Expected Results
<b><u>Customer Contact</u></b>	
Perform basic fault resolution for customers.	Will be completed in a timely and accurate manner.
Develop good working rapport with customers and their staff.	Use good listening and communication skills to build an appropriate level of trust with customers.
Perform basic equipment and software deployments to customers.	Ensure deployments are completed to the customers satisfaction.
<b><u>Network Maintenance</u></b>	
Perform daily & monthly checks for customer networks.	Will be completed in a timely and accurate manner.
Perform monthly & annual equipment and software maintenance.	Ensure maintenance is completed accurately and timely.
<b><u>Internal Operations</u></b>	
Perform Ticket Triage as work requests are raised in our ticketing system.	Will be completed in a timely and accurate manner.
Assist Level 2&3 technicians when required for customer onboardings and various other customer tasks.	Will be completed in a timely and accurate manner.
Maintain customer monitoring system.	Ensure monitoring alerts are delivered consistently to our monitoring system.
Maintain customer reporting system.	Ensure reports are delivered consistently to our reporting system.
Assist in maintaining our internal automation systems.	Tasks will be completed in a timely and accurate manner.
Maintain our internal SOP system.	Ensure SOP's are up to date and accurate.

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Assist the sales or admin teams with administrative tasks when required.

Tasks will be completed in a timely and accurate manner.

Assist in maintaining customer documentation records in our documentation system.

Ensure documentation is completed accurately and timely.

Record timesheets accurately and keep them up to date daily in our ticketing system.

Ensure timesheets are up to date and accurate at all times.

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### **Personal Development**

Develop and maintain acceptable product knowledge of all relevant user devices, peripherals and software that are relevant to our customer.

Have a basic and up to date level of understanding of all relevant hardware and software.

Develop and maintain a reasonable basic knowledge of our customer network all relevant user devices, peripherals and software that are relevant to our customer environments.

Have a basic and up to date level of understanding of all customer network environments.

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**Key Skills**

- An in depth understanding of computer systems and technology.
- Focus on achieving customer satisfaction.
- Focus on achieving the best result for the customer as a whole.
- Effective communication, motivational, and organisational skills.
- Structured problem analysis and resolution
- Timely and reliable service
- The ability to complete assignments within acceptable time limits
- Display effective telephone skills.

**Personal Qualities**

- The ability to deliver a high level of customer service and customer focus.
- An ability to work under pressure.
- An ability to quickly adapt to changing work needs.
- A high level of organisation and work management skills.
- An ability to prioritise tasks and complete them.
- An ability to clearly document procedures.
- Display appropriate standards of office courtesy and maintain an appearance at customers premises consistent with that of a provider of professional services.
- Effective communication, motivational, and organisational skills

**Professional Skills**

- Keep up to date with developments in the commercial and professional environment.
- Demonstrated experience with a wide range of computer systems and application software, in particular, Microsoft software.

**Responsibility to Uphold Confidentiality**

Employees shall not at any time or for any reason, whether during the term of the contract or after its termination, use or disclose to any person any confidential or commercially sensitive information relating to the professional, commercial, or financial operations of Decision1, or to the personnel of Decision1, except so far as may reasonably be necessary to enable the employee to fulfill his/her obligations under the employment contract and job description.

Where information held by the employee relates to issues of individual privacy or professional, commercial, or financial sensitivity, this confidentiality shall be maintained after employment for a period of not less than 12 months, or to a date on which the confidential or commercially sensitive information no longer affects or has the potential to affect the professional, commercial or financial operations of Decision1.

Employees must not convey or transmit computer network passwords to any other person.

**Health and Safety**

It is an expectation of all staff appointments that good health and safety practices are modelled at all times and relevant Decision1 policies and procedures followed.