

Job Description – Technical Support Specialist

Position Title: Technical Support Specialist

Incumbent:

Responsible to: Product Director

Date: January 2017

Purpose of role:

To ensure that all post sale questions and issues are resolved in a 5 star manner.

Key stakeholders:

- Customers of the company in NZ and Australia including various retail stores
- Business Managers / Managing Directors of said businesses

Key Responsibilities

Technical Support <ul style="list-style-type: none">• Answer any technical or operational customer question that cannot be answered by the call centre• Trouble shoot by phone if required• Authorise a service technician if a call out is required• Arrange for the supply of parts if required• Liaise with Store team and inventory control to ensure adequate supplies of parts are maintained
Customer Satisfaction / Quality Control <ul style="list-style-type: none">• Follow up with customer to affirm satisfaction if a service call has been required• Follow up with service tech to ascertain fault• Liaise with Product Director to improve product quality and reduce faults
Administration <ul style="list-style-type: none">• Raise purchase orders for parts and labour• Receipt PO's and approve supplier invoices• Maintain fault tracking system• Maintain CRM system
Additional Duties <ul style="list-style-type: none">• Any other duties reasonably requested by your manager

Key Performance Indicators

- All customers are contacted within 4 working hours of a ticket being raised
- Call outs are arranged within 24 hours of a ticket being raised
- All customer communication is answered within 24 hours
- Customers are followed up within 24 hours of call out to ensure 5 star satisfaction
- Administrative procedures are carried out in an accurate and timely manner to the satisfaction of the Company Accountant
- Fault tracking system is updated daily
- CRM system is updated live

Required Skills

- At least 1-2 years' experience in a technical support role
- Strong written and verbal communication skills

- Excellent time management skills and the ability to balance multiple deadlines
- Sound understanding and commitment to excellent customer care solutions
- The ability to influence others to provide information and to make things happen
- Experience in using a large computerised general ledger system would be advantageous
- Knowledge of RMA / CRM systems would be advantageous
- Knowledge of Australian business practices would be advantageous