

## Entanet Job Description Form

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| Job Title   | Technical Support Team Leader  |
| Reports To  | Technical Support Manager  |
| Job Purpose | Working as part of Entanet's 24/7/365 Technical Support Team you will be assisting with the management of the day-to-day activity, development, effectiveness and quality of the work undertaken by the 1 <sup>st</sup> line team. |

### Key Responsibilities:

- To manage the day-to-day activities of the team in accordance with company procedures, including delegation of tasks where needed;
- Ensuring team guidelines are adhered to at all times;
- To develop the skill sets and competencies of the team, including help with personal development plans and training schedules;
- To monitor the performance of the team and the individual members against performance objectives and targets set;
- To perform hands on technical work to maintain technical knowledge and therefore provide overflow capacity when required by the team;
- To lead by example and assist the team to achieve its set targets;
- To liaise with the team leader(s) regarding support and customer issues and escalate where required;
- The creation of new and the reviewing of current documentation including team briefings;
- To help with the management of team motivation which would include reporting any issues back to the team leaders or management;
- Support and mentor 1<sup>st</sup> line team members, providing on the job training where required;
- Collaborate with 1<sup>st</sup> and 2<sup>nd</sup> line teams to achieve fault resolution;
- Keep up to date with the company's service portfolio;
- Liaise with other internal departments over any customer queries/disputes or escalations;
- Provide cover undertaking customer router installs when required;
- To work within a team and keep a pleasant working environment;
- To continually keep abreast of new procedures and implement when necessary;
- To suggest improvements to management and team leaders in relation to working practices;
- To provide support during out of hours as per your contract and when scheduled to maintain the quality of customer service;

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- To schedule the staff rota system;
- To diagnose customers problems as methodically and efficiently as possible;
- Telephone and email support for customers, including logging of issues on internal systems;
- To effectively manage technical support complaints within agreed SLA's and produce reports where applicable.
- Communicate with 3rd parties including fault logging;
- Managing special faults investigation charges where applicable;
- To ensure customer compliance with acceptable use policy via processing of abuse reports;
- Provide reports / advise to management when required;
- Any other tasks that may occur from day to day within the department.

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### Person Specification

| Requirements | Essential   | Desirable   |
|--------------|---|---|
| Education    | <ul style="list-style-type: none"> <li>• 5 GCSEs as a minimum including English &amp; Mathematics at Grade C or equivalent</li> </ul>   | <ul style="list-style-type: none"> <li>• Higher education or additional technical qualifications</li> </ul>   |
| Knowledge    | <ul style="list-style-type: none"> <li>• Experience dealing and working with customers.</li> <li>• Experience of Windows operating systems</li> <li>• Working knowledge of email clients and the POP3/SMTP protocol.</li> <li>• Familiarity with general Internet technologies</li> <li>• Detailed knowledge of ADSL, FTTC and PSTN technology including connection methods and termination equipment.</li> <li>• Good knowledge of DNS records, including MX, A and PTR records</li> <li>• Good networking skills, including TCP/IP and subnetting</li> <li>• Good understanding of VoIP technologies</li> <li>• Familiarity with leased line connectivity and termination equipment</li> <li>• An understanding of web and email hosting solutions</li> </ul> | <ul style="list-style-type: none"> <li>• Broad knowledge of technology / telecoms sector and competitor awareness</li> <li>• Experience of MAC OS</li> <li>• HTML skills</li> </ul> |

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| Experience         | <ul style="list-style-type: none"> <li>● 6 months experience on a service desk or in similar customer facing role.</li> <li>● Progression from an Entanet 1<sup>st</sup> line role is advantageous</li> </ul>   | <ul style="list-style-type: none"> <li>● Telecoms industry experience</li> <li>● Experience is dealing with customer escalations</li> </ul>   |
| Skills             | <ul style="list-style-type: none"> <li>● Telephone and written communication skills at a high standard</li> <li>● Ability to work effectively under pressure from customers and suppliers</li> <li>● Able to use MS office packages effectively</li> </ul>  | <ul style="list-style-type: none"> <li>● Consistently able to determine the most appropriate method of communication with customer and suppliers</li> </ul>   |
| Personal Qualities | <ul style="list-style-type: none"> <li>● Able to take in and retain information quickly and accurately</li> <li>● Highly organised – works well to deadlines</li> <li>● Tailors information to the audience – i.e. translates technical information to a non-technical audience</li> <li>● Assertive, but able to remain cool, calm and professional under pressure.</li> <li>● Passionate about delivering customer service excellence</li> <li>● Customer focused approach to all activities</li> <li>● Excellent attention to detail</li> <li>● Have excellent interpersonal skills</li> </ul> | <ul style="list-style-type: none"> <li>● Be self-motivated</li> <li>● Willing to share thoughts on improvements and process changes</li> <li>● Possess a real drive to deliver to the best possible standard</li> </ul> |

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|  | <ul style="list-style-type: none"><li>• Ability and willingness to work regularly outside standard office hours.</li></ul> |   |
| Other Requirements<br>(e.g. Driving Licence) | <ul style="list-style-type: none"><li>• Own transport</li></ul>  | <ul style="list-style-type: none"><li>• Driving License</li></ul> |