



Technical Support Administrator

Role Description:

- Support administration functions in the Technical Team by completing post customer contact administration tasks on behalf of the Technical Support Engineers, including processing orders, emailing information to customers and providing service partner information
- Answer incoming/transferred technical support calls, supporting customers with basic level queries or raising a case for the technical support team to call the customer back
- Answer incoming calls to the business, transferring them through to the correct person/department
- Improve the service we provide to our customers through completing customer surveys, follow up calls and collating information/feedback internally to inform process, service and product improvements

Responsible to: Technical Support Supervisor

In this role you will be expected to deliver exceptional customer service to both internal and external customers. A key element of your role will be working closely with the Technical Support Team to complete post customer contact administration tasks on their behalf, in addition to supporting initiatives which improve the service we provide to our customers

You will be required to manage your time effectively, ensuring all customer expectations are met in a timely and efficient manner. You will be required to accurately check and record all information minimising errors and customer issues.

Key Responsibilities	Activities
Supporting the Technical Team	<ul style="list-style-type: none"> • Answer external telephone calls, transferring them and logging the relevant details on the company CRM system as necessary and in line with company standards • Answer technical overflow calls, answering basic level queries when possible or raising cases so the Technical Team can call the customer back • Quoting and processing parts orders and system upgrades • Process and follow up returns for components • Emailing information to customers • Providing customers with service partner information
<p>Secondary Administration Duties</p> <p><i>The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.</i></p>	<ul style="list-style-type: none"> • As part of the wider Technical Support Department, provide support to the Field Operations Coordinator as required • Ad-hoc support helping Design and Distribution during the summer months • Produce accurate minutes for process meetings • Document Scanning
Improving the service provided to our customers	<ul style="list-style-type: none"> • Complete follow up calls to customers who have contacted technical support • Complete customer surveys to improve the service provided to our customers • Collate information/feedback to inform process, service and product improvements
Key Skills & Knowledge	<ul style="list-style-type: none"> • Excellent levels of customer service via the telephone and email • Diligence in recording and maintaining information • Excellent organisational skills, with the ability to maintain a calm and methodical approach when managing a high workload • Able to manage workloads and use own initiative without supervision • Flexible and adaptable to meet the needs of the business • Able to work confidently within both Microsoft Office and CRM systems • No previous experience necessary with all training provided