



Job Description

The Basics





Job Title: 1st Line Support Engineer

Department: Support Team

Reports to: Helpdesk Manager

Location: Cardonet Office

Our Values

-  We specialise in the systems and needs of our clients
-  We are authentic in our consistent desire to help, educate and communicate
-  We aspire to learn and improve everyday
-  We will always be supportive of our clients, team and community

Our Vision

By 2018, we aim to set the industry-recognised benchmark for managed IT services within dynamic, 24x7 industries. This will be delivered by a premier team of problem solvers, resulting in a 97% customer service score and a 15% increase in turnover above our current organic growth.













The Mission

To go above and beyond the expectations of our clients, the industry and ourselves by always listening to what we hear, challenging what we see and communicating what we think.

Job Overview

The 1st Line Support Engineer role is vital to timely deliver quality technical support to our clients. This requires knowledge of both the software and hardware we support, impeccable communications skills and reliability. The person fulfilling this role must be an ambassador for the company, clients and the team.

Responsibilities

-  Provide excellent customer experience at all times
-  Respond efficiently to support requests coming from all channels
-  Accurately classify and log tickets using our internal ticketing system
-  Accurately keep tickets up to date, informative and clear on the CSM
-  Accurately check in, check out and add time entries to the CSM
-  Take time to review user history before attending to any request
-  Deal with 1st line assigned tickets, providing assistance over the phone or email
-  Escalate as and when required using internal guidelines
-  Liaise with partners and third parties companies to resolve client's issues
-  Conduct personal queue and ticket triage
-  Conduct workshop tasks as assigned by team leader or manager
-  Conduct in-house IT support for internal users as and when required

- 🔗 Conduct onsite work as and when required (such as onsite support, project support/assistance, system deployment, etc.)
- 🔗 Ensure all alerts from our proactive tools are actioned within the agreed SLAs
- 🔗 Undertake any other duties as requested by the Helpdesk Manager, Operations Director or Managing Partners
- 🔗 Participate in our internal development program (Cardonet University and Technical Forum, etc.)
- 🔗 Attend meetings as required

Team Member:

On behalf of Cardonet:

Name _____

Name _____

Signature _____

Signature _____

Date _____

Date _____