

Job Title: Customer Technical Support Operative

Hours: 9.00am - 17.30pm Monday to Thursday / 9.00am - 17.30pm Friday

Reports to: ITPS Post Sales Manager

Department: IT / Professional Services

Location: SCC DS Offices

Role Overview:

CTS Operatives are responsible for providing remote IT maintenance and support services to SCC-DS Customers in relation to managed print services and solutions within the SCC-DS solution portfolio. Working in a 2nd/3rd line telephone support role, CTS Operatives are the primary BAU technical contact for all internal and external customers. Working as part of the IT Professional Services team you will work closely with ITPS technical architects and assist, not only in problem/incident resolution but also with project installations.

Key Responsibilities:

- 2nd/3rd line telephone support for BAU clients.
- Remote installation and configuration of client MFD's and related software.
- Problem/Incident investigation and resolution.
- Management of helpdesk system and related tickets that fall within the teams remit.
- Escalation of Problems/Incidents to the relevant TA, Vendor or OEM.

Person Specification:

Essential Skills:

- Excellent stakeholder management skills.
- Knowledge of managed print industry terminology.
- Basic knowledge of modern network technologies.
- Good problem solving skills
- Ability to self-study to maintain knowledge of SCC-DS solution Portfolio
- Desire to develop within a technical customer facing role.
- Good written and oral communication skills.
- Microsoft Office Suite knowledge an experience (Excel, Word and Visio)

Desirable Skills:

- Familiarity of remote support tools such as Bomgar, TeamViewer.
- Basic knowledge of windows Desktop and Server Operating Systems.
- Basic Knowledge of Apple Mac and related Operating Systems.
- Understanding of print languages (PS, PCL, RPCS, UFR etc)
- Basic SQL, Powershell or BASIC scripting.

The responsibilities listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the business. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager. The post holder may be required to work outside of normal business hours and may be asked to work at any of the locations at which the business of SCC-DS is conducted.