

Schedule 'A' Position Description

Position Title:	Technical Services Officer – Service Call Centre
Date:	June 2014
Location:	Network and Service Management

Job Summary

To provide first line support to all MITA customers, escalate to higher levels of support staff when required and effectively contribute / assist management in the ongoing tasks of the Service Call Centre.

Main Duties

1. Log, prioritise and categorise Incidents and Service Requests;
2. Attempt first line troubleshooting and resolution of Incidents and Service Requests using the appropriate tools when required;
3. Route those Incidents and Service Requests that require reassignment to other Service Teams (including third-party suppliers) in line with set targets as per the requirements of the Incident Management and Service Request Fulfilment Procedures. Reassignment to other Service Teams should relate to requests that really require escalation and in a manner that is friendly to the receiving teams;
4. Track these Incidents and Service Requests to ensure that service levels are met and call resolution is achieved within the shortest time span possible;
5. Keep customers informed about call status;
6. Escalate Incidents and Service Requests that are breaching the agreed Service Levels for delivery to specified individuals as per the requirements of the Service Level Management Procedure;
7. Ensure that Incidents and Service Requests are tracked until closure and closed to the clients' satisfaction;
8. Produce management reports in an accurate and timely manner as directed by the Service Call Centre Manager;
9. Analysing management reports and identifying areas for improvement;
10. Contribute to the setting up of working procedures with other teams to ensure that remote support is carried out by the MITA Service Call Centre in an effective manner while maintaining the efficiency of the Service Call Centre;
11. Make full use of available tools during the diagnosing and execution stages of Incidents and Service Requests;
12. Provide feedback to the Service Call Centre Manager and more senior Call Centre staff re client issues;
13. Assist the Service Call Centre Manager in the identification of problem areas and trends;

14. Assist the Service Call Centre Manager in the execution of preventive action;
15. Highlight and recommend ways for improvement for the various processes adopted within the Service Call Centre;
16. Contribute to the articulation, maintenance and enforcement of Service Call Centre procedures which are maintained within the Service Call Centre centralised Knowledge Base;
17. Adhere to Company and Service Call Centre procedures;
18. Maintain all relevant records and reference data e.g. Service Level Data, escalation points etc. as required;
19. Deliver presentations to MITA Staff and Clients as and when required;
20. Contribute to the various certification processes within MITA (including ISO certifications), and ensure that such standards are adhered to, improved and maintained;
21. Carries out other tasks as directed by management.

Working Conditions

Working hours will be flexible so that the Service Call Centre is manned from 0730hrs till 1700hrs. Schedule of work will be agreed upon with the Service Call Centre Manager and will be based on a forty-hour week schedule.

The Service provided by the Service Call Centre could be extended to cover Saturdays from 0730hrs till 1400hrs.

Possible requirement to work in unscheduled or crisis situations as required after office hours or on weekends.

Supervision Received

Receives general supervision and guidance from the SCC TSO Group Leader, SCC Team Leader and SCC Manager.

Supervision Given

None

Education, Skills and Experience

Academic Qualifications and Special Training

Essential

Either an ICT-related diploma (MQF level 4) issued by an officially recognised institution in which case no previous experience is required, OR

Five years' experience in the ICT field, in which case, no qualifications are required.

Desirable

Industry Standard certifications in one or more of the following areas (Cisco, Microsoft, HP and IT Infrastructure Library) will be considered an asset.

Competencies

Core Competencies
Customer Care / Focus
Telephone Skills
Oral Communication Skills
Analytical and problem solving skills
Knowledge of Hardware
Knowledge of Operating Systems
Knowledge of Local Area Networks
Knowledge of Databases
Knowledge of Internet Technologies

Desirable Competencies
Ability to contribute to the articulation, maintenance and enforcement of changes to current procedures
Ability to proactively contribute information to the SCC Knowledge Base
Understanding of internal organisational procedures
Understanding of the products and services offered by the Company
Familiar with third party software and hardware products in use by the Company
Familiarity with ITIL Best Practice
Familiarity with International Quality Standards such ISO9000 and ISO27001
Report Writing Skills

Experience

Previous related work experience together with Industry-standard certifications will be considered an asset.