

## **Technical Support Analyst**

### **Definition of Role**

---

The primary role of the Technical Support Analyst is to provide Symon Dacon's customers with support for their installations of the Symon Dacon product suite. The role is based at our Hemel Hempstead offices, but there may be to need to attend customer sites if necessary.

As part of our client support we offer an out of hour's service, part of this role is to be a member of the out of hours support team.

As well as supporting our clients, the support team also assists other employees with their IT issues and questions and an element of internal IT support is part of this role.

Due to the nature of the role, good verbal and written communication skills and record keeping are required as well as being able to work well with others members of staff.

### **Primary Activities**

- Deliver technical support both remote and on site of Symon Dacon products, including but not limited to Symon and Centergistic Solutions
- Provide support to other members of staff with IT or technical problems or questions
- Ensure all support cases are logged and updated frequently and accurately
- Provide customers with accurate and timely updates of their open cases
- Arrange with the accounts & logistics team the replacement/repair of faulty hardware
- Repair and test of customer's equipment.
- Participate in weekly calls with the Global support teams

### **Secondary Duties**

- When necessary, configure and test software and hardware prior to shipment.
- Keep up to date with technology advances through company training and technical information provided.
- Assisting with general customer enquiries.
- Adherence to SymonDacon's Health and safety policy.
- Adherence to ISO 9001:2000 requirements.
- Any other reasonable requests made by line manager or senior management.

### **Expected Core Competencies**

The Technical Support Analyst must be able to achieve a high level of customer satisfaction. The following competencies are required of such an individual:

- BA or BS Degree/Relevant Microsoft Certification
- PC literate, with high level of proficiency in Windows operating systems and Microsoft Office applications. Including Server 2003/2008, and server applications such as Exchange, Domain controllers
- Must have an high knowledge of IP networks and their architecture
- More than two years' experience in a technical helpdesk environment troubleshooting Server/Network issues
- Very good knowledge/experience of SQL databases (understand and write complex SQL Statements)
- In depth knowledge of primary products supported
  - Excellent written and verbal communication
- Desire to learn continuously
- Ability to absorb and apply copious amounts of technical information
- Ability to establish quickly a strong rapport with others
- Ability to work effectively as a team member, taking direction when necessary
- Ability to communicate effectively, using strong active listening skills to maximise understanding of different customer environments
- Ability to use information effectively and apply good judgment in solving problems
  - Good attention to detail.
  - Willingness to keep management apprised of potential areas of concern, escalating when necessary.
  - Ability to complete administrative tasks consistently and on time.
  - Flexibility and willingness to help others as needed.
  - Ability and willingness to travel extensively.
- NO restrictions on international travel, no need to apply for a Schengen Visa for Travel in Europe.
- Must be a car owner.
- Must have a clean driving license.

### **Desired Competencies**

The Technical Support Analyst must be able to achieve a high level of customer satisfaction. The following competencies are desired of such an individual:

- Comprehensive knowledge of the Contact Centre operations and supporting technology – Common ACD Systems (Aspect, Avaya, Nortel, and Rockwell), IVRs, Workforce Management Systems, Quality Monitoring systems, CTI, etc.
- Comprehensive knowledge of database systems all user interfaces to the ACD System and MIS products
- Knowledge of Visual Basic, C, C++, or C#.
- Knowledge of Audio/Video standards and distribution, and digital signage.
- Experience with Web Services, SOAP, J2EE, .Net is a plus.

A strong technical aptitude is essential, and familiarity with client/server applications and relational databases is highly required. It is not anticipated that this job will demand software application development on a routine basis.