

Position Description	
Title	Support Engineer
Reports To:	Service Delivery Manager
Supervision Of:	Nil
Internal Liaison:	All departmental staff
External Liaison:	Maxsum clients, suppliers and stakeholders
Hours	Full Time 9:00am – 5:30pm (Unless otherwise formally agreed with your manager)
Working Days	Monday – Friday and as required
Position Summary:	As a Support Engineer you are required to provide (2 nd level) technical support and timely resolution of client incidents and requested changes as a member of the technical support team. This role also involves project support work and a commitment to fulfilling Maxsum's goals of providing its clients exceptional service levels.
Areas of Responsibility	<ul style="list-style-type: none"> - Customer Appreciation - Technical Support - Project Support - Ticket Triage and Management - Continual Improvement
Key Objectives	<p>Technical Support</p> <ul style="list-style-type: none"> - Incident resolution and/or escalation (2nd level support) - Create and maintain technical documentation - Problem Management <ul style="list-style-type: none"> o Root Cause Analysis and reports (internal / external) o Reduce incident rates through problem identification and remediation <p>Project Management</p> <ul style="list-style-type: none"> - Manage projects in accordance with Maxsum's Project Management Framework as required - Carry out project related tasks as assigned by other Project Managers <p>Ticket Triage and Management</p> <ul style="list-style-type: none"> - Ensure all tickets are logged and triaged accurately in ConnectWise (as required) - Timely resolution and/or escalation of tickets, taking ownership and accountability - Ensure compliance to Service Level Agreements - Accurate time recording against tickets - Adhere to supporting policies and procedures of ticket lifecycle including problem, change and risk management - Multitasking and time management to ensure efficient work practices

	<p>Customer Service</p> <ul style="list-style-type: none">- Work with the customer front of mind and always strive for customer appreciation- Provide continual updates to customers for active incidents, problems, changes and/or projects.- Conduct service in a professional manner with customers and staff at all times <p>Other</p> <ul style="list-style-type: none">- Identify continual improvement initiatives suitable for the Maxsum environment- Work according to all internal policies and procedures
Required Experience	<p>Mandatory experience for this role</p> <ul style="list-style-type: none">- Minimum 3 years in a customer service role- 3-5 years in a technical support role- Relevant studies in the ICT Industry- Relevant ICT Certifications
Measurements	<ul style="list-style-type: none">- Customer Appreciation (Measured using NPS or similar)- SLA Response- % Billable Time- Adherence and promotion of Company Culture- Reliable and consistent contribution to team goals <p><i>Note: Measurements to be identified and managed through Maxsum's Performance Development Process</i></p>