

Position Description	
Title	Support Technician
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 Technician you are required to provide frontline technical support and timely resolution of client incidents and requested changes as a member of the Service Delivery team. The role requires team 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 - Ticket Triage and Management - Continual Improvement
Key Objectives	<p>Technical Support</p> <ul style="list-style-type: none"> - Carry out frontline technical support - Incident resolution and/or escalation - Create and maintain technical documentation - Change Management - Problem Management <ul style="list-style-type: none"> o Assist in Root Cause Analysis and reports (internal / external) o Assist to reduce incident rates through problem identification and remediation <p>Ticket Triage and Management</p> <ul style="list-style-type: none"> - Ensure all tickets are logged and triaged accurately in ConnectWise - Timely resolution of tickets, taking ownership and accountability - Ensure compliance to Service Level Agreements (SLA) - Proactive management of ticket scheduling - Accurate & timely recording of time 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 - Escalate or refer tickets outside your ability to resolve <p>Customer Service</p> <ul style="list-style-type: none"> - Work with the customer front of mind and always strive for customer appreciation

	<ul style="list-style-type: none">- Provide continual updates to customers for active incidents- Conduct service in a professional manner with customers and staff at all times <p>Other</p> <ul style="list-style-type: none">- Work closely with your Service Delivery Coordinator to deliver team initiatives aligning to Maxsum's Strategic Plan.- 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 1-2 years in a customer service role- Minimum 1 year in a technical support role- Relevant studies in the ICT Industry
Measurements	<ul style="list-style-type: none">- Customer Appreciation (Measured using NPS or similar)- % Billable Time- SLA Response- Adherence and internal 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>