

# HELPDESK MANAGER

**Business function:** Service Assurance

**Closing date:** 28 February 2019

**Reports to:** Operations Director

**Start:** From March 2019

**Location:** Near Tonbridge, Kent

**Salary:** £30,000 to £34,000 depending on experience

**Terms:** Permanent full time

## TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we'd love to hear from you. We are building our own fibre optic networks to homes and businesses using Fibre to the Premises (FTTP) technology – this means we can offer our customers the highest speed and highest quality broadband services in the country – guaranteed! The Trooli networks are modern, future-proof and fit for the digital age.

## THE ROLE

We're a small company with a very exciting future. We can offer a unique opportunity to a dynamic individual who can develop and manage the teams that provide excellent in-life care for our customers and manage our proactive network maintenance programme.

## Responsibilities

### Customer Care

- Lead the Customer Services Team that provides in-life care for our broadband services under the Call Flow brand and Trooli brand
- Manage and develop the system and processes for managing and tracking customer enquiries, complaints and faults through each level of escalation
- Create and develop programmes to implement, manage, and assure customer-centric metrics and SLAs
- Develop high quality customer-facing communications such as standard scripts for the use customer services operatives and 1<sup>st</sup>-line technical support, email templates, FAQs and answers
- Ownership of staff development and training plans
- Management of team rotas and on-call assistance, assigning resources to answer enquiries from various channels - phone, email and our online live chat.

## Helpdesk

- Day-to-day management of the Technical Helpdesk team
- Management of team rotas and on-call assistance, and maintenance schedules
- Assign Field Operations resources to maintenance tasks
- Continual development of our assurance process documentation and control
- Network incident mitigation planning, in collaboration with the technical services team.

## Your experience

You will hold a bachelors' degree or equivalent and have at least three years' experience in the telecommunications industry.

Experience in a technical support and assurance/helpdesk environment would be highly desirable, with a broad experience and understanding of performance management. You will also be able to demonstrate a willingness and ability to plan, structure, develop, and implement business policy in a fast-paced environment. Experience in mentoring will also be beneficial.

## Your skills and personal attributes

- A confident team leader: able to demonstrate a flair for managing people in a complex and dynamic operating environment; and able to influence internal and external stakeholders.
- Exceptional communication skills. At the core of all customer experience is communication. You must have a demonstrable track record in producing clear, concise and high-quality communications.
- Strong IT literacy and analytical ability to develop process designs, rota planning, schedules of work.
- 'Can Do' mindset with focus on customer satisfaction beyond expectations.
- A collaborative and innovative approach to service delivery and problem solving.

## Our values

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** Invest in each individual.
- **Continual improvement:** Work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

Trooli is a leading-edge technology company and as such we do not expect all our potential recruits to have experience in what we do. Don't worry, we are looking for highly motivated people that are willing to learn and are excited by the prospect of a new challenge.

If you think you are the person we are looking for, please send your CV to [careers@trooli.com](mailto:careers@trooli.com) prior to the closing date.