

# CUSTOMER HELPDESK TECHNICIAN

<b>Business function:</b>	Service Assurance
<b>Reports to:</b>	Helpdesk Manager
<b>Location:</b>	Kings Hill, Kent
<b>Salary:</b>	£18,000 to £24,000 depending on experience
<b>Terms:</b>	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 provide excellent in-life care for our customers. You will work as part of a rapidly growing team, managing customer service requests. You will also assist customers by maintaining and restoring their broadband service in a timely manner.

## Responsibilities

- Responding to customers when service issues are detected
- Owning the customer resolution life cycle.
- Logging and keeping records of customer services issues and solutions in the helpdesk ticket system.
- Performing pro-active network health activities
- Communicating to Field Operations to assist in timely and reactive service and escalate cases to the appropriate level for swift resolution.
- Work collaboratively with field engineers who conduct site visits.
- Manage successful communication with customers through various means; phone, email and conversation.
- You will be expected to have a good level of IT literacy and be able to learn to use new software platform or systems
- Using remote access software to assist our customers and fix network issues
- Updating self-help documents so customers and colleagues can try to fix problems themselves.
- Problem Diagnosis and fault resolution.
- Confidently liaise with third party telecommunication providers to achieve a swift and satisfactory outcome for our customers.
- A willingness to develop a breadth of knowledge across the company and support where required.

## Your experience

You will have at least one years' experience in a similar service desk role, preferably gained within the telecommunications industry.

Experience in a technical support and assurance environment would be highly desirable, you must also be able to demonstrate high levels of customer service and a willingness to proactively resolve customers technical issues.

## Your skills and personal attributes

- You will demonstrate high levels of customer service
- Ability to influence and collaborate with internal and external stakeholders
- You must possess exceptional communication skills
- Strong IT literacy, analytical ability and logical thinking are a must
- Resilient mindset with focus on customer satisfaction beyond expectations
- A collaborative and innovative approach to service delivery and problem solving
- You must have a willingness to learn and grasp new skills quickly and have an interest in technical customer services.
- A working knowledge of routers, broadband and phone lines.
- Candidates must have G.C.S.E. pass or equivalent in maths and English.
- Networking engineering qualifications would be desirable.

## Your personal benefits

- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Friendly working environment
- Free hot drinks
- Career progression

## 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.

We are looking for highly motivated people that 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 [hr@trooli.com](mailto:hr@trooli.com) prior to the closing date.