JOIN THE ULTRAFAST LANE...

First Line Helpdesk Technician

Business Function: Customer Service
Reports to: Helpdesk Manager
Location: Kings Hill, Kent
Salary: £18,000 - £24,000
Terms: Permanent full time

A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast**, **full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch …

- **We're passionate about growth**
  We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.

- **We're passionate about our people**
  At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.

- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on…

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THE ROLE

Fortunately, we don't have many problems with our full fibre broadband network but when we do, we need strong, assertive and friendly people on hand to help get our customers back up to speed as quickly as possible. Can you hold your nerve and keep our customers happy even when they're cross? Here's what we're looking for…

THE DAY JOB

- Responding to customers when service issues are detected
- Manage successful communication with customers through various means; phone, e-mail and webchat.
- Problem diagnosis and fault recognition.
- Owning the customer resolution life cycle.
- Logging and keeping records of customer services issues and solutions in the helpdesk ticket system.
- Communicating with second- and third-line support and escalate service issues to the appropriate level for swift resolution.
- Performing pro-active network health activities
- Work collaboratively with field engineers who conduct site visits.
- You will be expected to have a good level of IT literacy and be able to learn new software systems quickly.
- Use remote access software to assist our customers and fix network issues
- Updating self-help documents so customers and colleagues can fix problems themselves.
- 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.

WE'D LIKE TO SPEAK TO YOU IF…

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.

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WE'LL LOVE YOU IF...

- You will demonstrate high levels of customer service
- You must possess exceptional communication skills
- Resilient mindset with focus on customer satisfaction beyond expectations.
- Ability to collaborate with internal and external stakeholders
- Strong IT literacy, analytical ability and logical thinking are a must.
- 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 technology.
- A working knowledge of routers, broadband and phone lines.
- Candidates must have a GCSE pass or equivalent in maths and English
- Networking engineering qualifications would be desirable.

AND IN RETURN, YOU'LL GET...

- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

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.

If you think you are the person we are looking for, please send your CV to alicerose.pitchley@trooli.com prior to the closing date

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