



Role Description

JOB ROLE: Technical Support Engineer	REPORTS TO: Customer Support Manager
LOCATION: Intercede – Lutterworth	DEPARTMENT: Customer Support
Organisational Structure / Reporting Relationship: Reports to Customer Support Manager part of the customer services organisation. Will need to work across the organisation to engage technical and product management teams to ensure all internal stakeholders are engaged and external stakeholders support needs are met.	
JOB PURPOSE: The purpose of this role is for a technical support engineer. This role is part of our existing Customer Support team who provide support to customers on a wide range of complex software solutions internationally. The post is primarily based in our Lutterworth offices, in Leicestershire, and ease of commute is essential. The post holder should be eligible to obtain UK security clearance if necessary.	
PRINCIPLE ACCOUNTABILITIES	<ul style="list-style-type: none"> • Logging and answering both technical and functional queries for international partners and customers • Analysing and resolving application problems in complex, multi-tier customer deployments, often with no direct access to the affected system • Participate in rota providing office cover from 8:00am to 10:30pm, Monday to Friday, and out of hours on-call cover 24x7x365 • Identifying and reporting defects in our application code, and managing fixes through Development • Documenting solutions to grow our knowledge base • Making recommendations on areas of process improvement • Suggesting and adopting ways to improve the overall customer experience • Providing internal feedback on our products from a customer and technical perspective



<p>KNOWLEDGE, SKILLS AND EXPERIENCE</p>	<ul style="list-style-type: none"> • BSc in Computer Science or equivalent relevant technical qualification, or professional work experience in a support function, ideally externally within a software company • Experience of using case management tools • Experience of using Virtual Machines • Experience of multi-tier application support in a Microsoft environment, including: <ul style="list-style-type: none"> ○ IIS ○ TCP/IP ○ MS SQL ○ MS SQL Server ○ Active Directory/LDAP ○ COM/DCOM ○ PKI • Exceptional analytical and troubleshooting skills • Strong written and verbal communication skills • Able to multi-task and prioritize effectively • Experience of some of the following would be advantageous: <ul style="list-style-type: none"> ○ Certificate Authorities ○ Smartcards and Middleware ○ Firewalls ○ Scripting languages and/or Development ○ Mobile app support and technologies • Must be customer facing and enjoy working with partners and customers • Strong communication skills • Able to work effectively alone and with others within own and wider teams to achieve successful resolution of customer’s issues in a timely manner • Drive and pro-active, with a can-do attitude • Self-motivated working with a minimum of supervision • Willing and able to undertake some international travel as required in carrying out Support duties
<p>COMPETENCIES</p>	<p>INDICATORS</p>
<p>Ability to work to deadlines</p>	<ul style="list-style-type: none"> • Ability to manage and resolve multiple cases concurrently • Ensures support cases meet SLA and performance targets
<p>Ability to work under pressure</p>	<ul style="list-style-type: none"> • Maintaining control when working with conflicting and multiple tasks • Communicating updates to keep stakeholders informed • Executing a well-organized plan avoiding distraction to achieve objectives.



Planning and controlling	<ul style="list-style-type: none"> • Applies expertise and best practice methodologies to customer support • To correctly evaluate risk and potential outcomes, to determine and undertake the best course of action
Leadership Skills	<ul style="list-style-type: none"> • Carefully consider objectives and properly allocate resources demonstrating the ability to delegate, inspire and communicate effectively to ensure they are achieved.
Organisation Skills	<ul style="list-style-type: none"> • The ability to use time and resources in an effective way so that tasks are completed, and objectives are achieved in a timely manner
Technical, analytical and problem-solving skills	<ul style="list-style-type: none"> • Extensive technical understanding • Applies sound logical and technical assessment • Consistently manages and resolves support cases in good time within SLA • Can and will perform reasonable checks to validate information and solutions • Willing and able to share technical support expertise with others on cases based on prior experience and working knowledge • Strong analytical and problem-solving skills • Understands and performs root-cause analysis when appropriate
Customer focused	<ul style="list-style-type: none"> • Builds client relationship with the clear expectation to deliver ongoing support • The ability to see the clients' point of view and understand their requirements and issues whilst able to manage client expectations to meet the needs of the business • Leads client consultations on support issues including 'problem' situations, and knows when it is appropriate to escalate internally • Understands Intercede's brand profile and maintains integrity • Understands Intercede's key values and USP and effectively communicates these appropriately internally and externally • A desire to consistently improve knowledge base and skills and actively participate in training and development opportunities • Represents Intercede with passion with external customers • Maintains a high focus on quality deliverables • Promotes a quality culture within both support team and wider organisation
Flexibility & Creativity	<ul style="list-style-type: none"> • Flexible in changing shift hours and ensuring cover is maintained • Able to work on new tasks and projects; taking a positive approach to change. • Promotes lateral thinking in others and can build on their ideas • Ability to prepare and communicate • Overcomes obstacles with creative approaches and can identify a way forward when confronted by people holding opposing views



<p>Self-motivation & Personal Drive</p>	<ul style="list-style-type: none"> • Able to seek out new challenges, tasks, learning and skills. • Takes responsibility and pro-actively resolves support cases • Naturally collaborates with stakeholders and key personnel alike • A high energy individual who is able to thrive under pressure • Manages support team dynamics well • Uses own interpersonal skills to motivate and get the best out of the support team • Takes initiative and looks for continuous improvement • Thrives on stretch objectives both personally and in relation to the team • Takes responsibility for getting things done • Delivers work of a high standard within given deadlines, aims for excellence • Maintains personal level of control, when faced with challenging situations. Avoids emotive displays at all costs • Displays energy and is focused on achieving set objectives • Deals promptly with technical support cases • Consistently applies relevant policies and procedures
<p>Team & Relationship Building</p>	<ul style="list-style-type: none"> • Thrives on building strong working relationships and trust • Leads by example • Ensures time is taken to work closely with and listen to internal teams, involving them in decisions • Supportive when team members and other colleagues need help; approachable and positive. • Takes advantage of individual team strengths and skills • Promotes an open and trusting culture • Can effectively manage the most demanding customers • Develops a good working knowledge and understanding of the client's business • Is able to use current and previous support case examples to deliver added business value to customer • Open and straightforward, action and words are consistent • Accepts responsibility for own mistakes and personally takes action to rectify • Can be relied upon to do as promised. Continues to show loyalty and dedication in achieving end objective • Maintains awareness of what is going on in other areas of the business to avoid duplication of effort • Works through areas of difficulty with people to smooth the path of change • Strong sense of urgency, attention to detail and drive focused on achieving objectives. Effectively drives organisation to execute on company strategies • Supports, motivates and inspires others to achieve objectives. An example to others
<p>Written & Verbal Communication</p>	<ul style="list-style-type: none"> • Is polite and professional when using the telephone/email and is courteous in all other means of communication channels • Listens to queries and instructions and is able to clearly communicate those to customers so that messages are understood and interpreted • Presents information, clearly concisely and directly • Demonstrates a confident and knowledgeable style when communicating pertinent information • Consistently updates the line manager on areas of responsibility



Listening Skills	<ul style="list-style-type: none">• Asks questions to check out assumptions and tests understanding beyond committing to undertake a task• Summarises the main point or issues before commencing discussion• Listens to the needs and requests of others and provides necessary response
Organisational awareness	<ul style="list-style-type: none">• Understands the organisation structure within own department• Understands the key systems, places and procedure that enable own department and company to operate• Identifies who has influence and carries weight with the decision-makers within the organisations• Knows how to get things done through the informal organisation structure without contravening formally defined processes