

## JOB DESCRIPTION

### Job Title: Technical Service Desk Manager

<b>Salary:</b>	<b>£ Market Rate</b>
<b>Type:</b>	<b>Full-Time, Permanent</b>
<b>Department:</b>	<b>Service, Support and Managed Services Division</b>
<b>Location:</b>	<b>High Wycombe</b>
<b>Report to:</b>	<b>Service Desk and Operations Manager</b>

#### Main Purpose of the Role

This role will be responsible for the delivery of technical services within Smartcomm's Service & Support division and is based in our HQ in High Wycombe. The Technical Service Desk Manager is responsible for delivery of support to the onsite and field engineering teams as well as Smartcomm's service desk and Smartcomm's clients. The Service Desk team will look to you to provide technical information, documentation, files, advice and solutions. You will review field engineering reports where a follow up is needed and advise on next steps, including time, skillset and hardware requirements. The Technical Service Desk Manager will be expected to keep up to date with new technology and closely monitor the systems Smartcomm are installing. This is to ensure the service team are up to date with training on all installed products we support. You will be able to demonstrate skills in time management, prioritisation of tasks, working to SLAs and KPIs, technical knowledge and client facing customer service.

#### Main Responsibilities

- 1) Provide 1<sup>st</sup> line Technical Telephone Support to our clients, service engineering team and customer service desk.
- 2) Make and receive calls to high end customers, working towards a good relationship with regular customers always empathising and finding a solution as quickly as possible
- 3) Provide technical support to the Service & Support Director for Sales activity
- 4) Investigate reported faults, assess and liaise with service engineers and team for follow up
- 5) Provide telephone and remote support
- 6) Work with the wider Smartcomm technical teams to ensure an open and collaborative approach that deliver fast solutions to our service clients
- 7) Ensure that record keeping is at its best and up to date, creation of systems to enter, store and easily access technical data
- 8) Manage supplier relationships for tech support, returns, repairs and specification of parts
- 9) Proactively monitor technical requirements on client sites and potential new clients. Ensure the Service & Support Director and team are aware of any specific support requirements or areas to focus on/be mindful of

- 10) Maintain an awareness of, and compliance with, the company's quality, environmental and Health and Safety policies
- 11) Take a proactive approach to our support model and suggest/implement changes as required to aid our growth
- 12) Be a point of escalation for ongoing/recurring faults – taking a pro-active approach, attending client sites if required and ensuring a resolve is achieved while maintaining communication with clients

## Qualification and Experience

The ideal candidate will have a good technical ability specifically in the Audio Visual industry. They will be an enthusiastic individual with a good telephone manner, customer service skills and a desire to learn and help develop the Service & Support Division support model allowing us to continue to grow.

## Key Skills & Achievements

Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
Minimum 5 years technical Audio Visual experience	Qualifications and Industry accreditation
Live within a 25-mile radius of High Wycombe	Crestron and AMX programming experience
Ability to coordinate multiple scheduling over varying time periods	IT systems and network engineering/technical experience
Meticulous and proven organisational skills and ability to manage your time and prioritise tasks	Experience of providing remote site support
Flexible and able to multi-task under pressure	Video Conferencing engineering/technical experience
Ability to negotiate and persuade to meet goals	
Excellent interpersonal and communication skills	
Demonstrate a high level of empathy with customers, very strong customer service ethos, good complaint handler	
Attention to detail and methodical in record keeping	

To be considered for this position, please submit a copy of your current CV to:  
[info@smartcomm.co.uk](mailto:info@smartcomm.co.uk).