Job Description

Job Title	**Customer Support Engineer** (Generic role)	Reporting to	**Customer Support Mgr/Team Leader**		
Position	Generic	Tier	4	Grade	2A

Purpose
Provide technical support services to College internal and external customers, including timely resolution of incidents and requests assigned by the Customer Contact Centre and on-site support at events and conferences at College centres and external venues, to promote a professional and positive image of the College and its services which puts the customer at its heart.

Accountabilities	
1.	Provide first line support; investigate and resolve second line incidents for computer hardware, software and audio-visual systems in support of the delivery of services to employees, classrooms, accommodation, events and conferences. Assist with the investigation and resolution of third line incidents and requests and deliver project work packages within agreed time, budget and quality parameters to maintain and improve the availability and utility of Information Services products and systems.
2.	Take ownership of customer incidents and second level service requests, liaising with the Customer Contact Centre, Information Services and other College departments as appropriate, seeing them through to resolution whilst maintaining a positive and customer-focused approach to showcase professionalism by the College.
3.	Continuously monitor technologies used for training, events and conferences, confirming classroom and conference technology is always operational, taking remedial action where necessary and recording incidents and problems accordingly. Coordinate conference and events rehearsals with the Events team, leading on the technology requirement and capability and familiarising organisers, speakers and delegates with utilisation of installed equipment to ensure smooth running of events.
4.	Research, develop and maintain own subject matter knowledge, coaching team colleagues and providing accurate, up-to-date advice and support to customers. Demonstrate a commitment to keep abreast of all current software and hardware in use within the College and provide active assistance to the Customer Contact Centre and Information Services teams, diagnosing issues and devising solutions to minimise any adverse effect on operations.
5.	Develop a good understanding of College business, products, locations and services to provide informed advice and guidance to other employees and event attendees.
6.	Contribute to the maintenance of the inventories, asset registers and configuration libraries supported by Information Services together with the logs of customer details, problems, and resolutions. Adhere to escalation procedures ensuring accurate and comprehensive information is provided appropriately and in a timely manner.

7.	Adhere to College Security protocols and accreditation requirements including the proper identification of staff and customers alike.
8.	Regularly review and adhere to support processes and procedures to ensure that customer requests and faults are dealt with using the latest guidance and directives issued by College departments.

Dimensions	
People Management	▪ Nil
Budget £	▪ Nil
Other	

Impact	
Key indicators of success	▪ Customer Incidents and Requests handled in line with customer expectations, operational and Service Level Agreements ▪ Continuous review and development of systems and processes to ensure they remain efficient and fit for purpose ▪ Good relations forged throughout internal and external customer base, demonstrated through high levels of satisfaction in feedback surveys, to safeguard high standards of service provision

Essential Criteria – Training and Qualifications

- Level 3 qualification (e.g. A-levels, NVQ level 3 in Business Administration/ IT or similar) or extensive equivalent experience in a related area
- MCP – Microsoft Certified Professional or equivalent experience.
- GSCE passes including Mathematics and English Language or equivalent qualifications

Essential Criteria - Experience

- Previous experience of working in a technical support role
- Proficient in Information Technology terminology, systems and processes
- Experience of developing strong working relationships with internal and external customers, establishing and maintaining positive working relationships and removing unnecessary barriers to service delivery
- Proven experience in successful application of request, incident, problem and change management processes

Essential Criteria – Skills and Knowledge

- Excellent customer service skills with the ability to manage diverse and demanding customers across all levels
- Exhibit personal qualities and behaviours which demonstrate being open to receiving and giving challenge and feedback; value diversity and difference; and to work as part of a team to get the job done
- Excellent knowledge and practical understanding of Microsoft technology platforms and audio-visual equipment
- Demonstrate ability and in-depth understanding of a range of technology products and systems
- Demonstrate ability and in-depth understanding of good practice customer service principles and techniques

- Ability to work in a pressurised environment dealing with a range of tasks simultaneously
- Experience of using Service Management/ CRM systems

Desirable Criteria

- Passionate about providing high quality customer service
- ITIL V3 Foundation Certificate in IT Service Management
- Knowledge of security, Data Protection and Freedom of Information legislation
- Knowledge of UK policing environment
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Other Information

- Vetting level: NPPV3 and SC
- Will require travel to all College of Policing locations and occasional external venues
- Must apply and promote the College of Policing Code of Ethics and Integrity principles
- Some out of hours and weekend working will be required
- Role contributes to the performance of the Customer Services team and flexibility is required to support the wider business need

Organisation Chart

See overall structure chart

Authorisation		Version	V1.0
Prepared by	N Davey, Customer Services Manager	Date	11/02/16
Authorised	D Downey, Chief Technology Officer	Date	11/03/16