

## ROLE PROFILE

<b>Job Title:</b>	<b>Technical and Admin Support</b>	<b>Location:</b>	<b>Bracknell</b>
<b>Department:</b>	<b>Technical Support</b>	<b>Hours of Work:</b>	<b>9.00am – 5.30pm</b>
<b>Reports to:</b>	<b>Internal Systems/Technical Support manager</b>	<b>Grade:</b>	<b>Team member</b>

### The main purpose of the job:

To provide excellent customer service to Quest customers regarding incoming sales enquiries and bespoke software queries. To assist with general office administration including filing.

Customers include mortgage lenders, packagers, brokers, panel managers and surveyors.

<b>Main tasks of the job (in order of priority):</b>	<b>% of time spent</b>
<ul style="list-style-type: none"> <li>• Effectively handle first line telephone enquiries from customers regarding software queries</li> <li>• Handle first line sales enquiries</li> <li>• Effectively handle queries through the 'In box' in Outlook</li> <li>• Log calls effectively through the internal system</li> <li>• Judge when to pass the call through to second line support</li> <li>• Deal with all general technical support enquiries from new and existing customers</li> <li>• Keep to the response standards set out as key performance indicators</li> <li>• Assist with the testing of new enhancements or features in order to feedback any technical problems before they occur</li> <li>• Assist in some general product customer enquiries</li> <li>• Assist with office administration as required, including filing.</li> </ul>	

<b>Qualifications/raining</b>	<b>Essential/Desirable</b>	<b>Selection Method</b>
Good standard of general education A level standard	Essential Desirable	

<b>Competencies</b>	<b>Essential/Desirable</b>	<b>Selection Method</b>
<b>Technical:</b> <ul style="list-style-type: none"> <li>• Accurate data entry skills</li> <li>• PC literate (knowledge of Microsoft excel, word, outlook)</li> <li>• Previous frontline customer service experience with a genuine commitment to quality customer service and customer satisfaction</li> <li>• Strong technical translation skills – able to translate technical information into terms that customer can understand</li> <li>• Outstanding troubleshooting skills</li> </ul>	Essential Essential Essential Essential Essential	
<b>Leadership:</b>  Not applicable		
<b>Behavioural:</b> <ul style="list-style-type: none"> <li>• Minimum of 1-year customer services experience</li> <li>• Customer focused</li> <li>• Excellent verbal communication skills</li> <li>• Excellent telephone manner</li> <li>• Works efficiently and quickly under pressure</li> <li>• Good scheduling skills – ability to multitask, prioritise and plan</li> <li>• Excellent team player</li> <li>• Ability to interpret customers requirements</li> <li>• Outgoing, enthusiastic, honest and confident</li> </ul>	Essential Essential Essential Essential Essential Essential Essential Essential	

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