

JOB DESCRIPTION

JOB TITLE: Technical Support Administrator

RESPONSIBLE TO: Project & Assistant Operations Manager

PURPOSE OF JOB:

Responsible for Assisting the Technical Support & Operations Department

Responsible for ensuring the effective administration of the Technical Support and Operations Team

MAIN RESPONSIBILITIES:

1. Technical Support Administration

- To take incoming calls and provide customers with technical support over the phone on a same day basis whilst logging this onto the WCCTV Support log.
- To assist with troubleshooting WCCTV Equipment faults, ensuring customers are communicated to throughout the query progress/resolution.
- To assist with day to day Technical Support/Operations administration
- To facilitate WCCTV Bodyworn technical support via phone/email, communicating with customers throughout the process and logging on WCCTV Bodyworn log.
- To provide remote Bodyworn installations for customers, utilising remote desktop facility to install both standalone and Cloud installations
- To provide the Sales and Operations team with ongoing support and advice, to ensure all customer expectations are met.
- To complete downloads for Managed WCCTV Accounts.
- Provide occasional weekend and Bank Holiday support on a rota basis.

2. Any other duties

- To ensure that all procedures are adhered to as stipulated in the WCCTV Quality Procedures and Quality Policy in accordance with the ISO 9001:2015 standard.



- Any other duties within the level of competence as requested by the Managers or Directors of the Company.

Post Holder : Date :

Manager : Date :