



WORKFORCE SOLUTIONS | TALENT MANAGEMENT | SELF SERVICE

P O S I T I O N D E S C R I P T I O N

Position: Senior Technical Support Specialist

Department: Client Success

Incumbent:

Reports to: Client Support Manager

Date:

POSITION FUNCTION

The primary role of the Senior Technical Support Specialist is to provide technical assistance in the ongoing maintenance and development of ConnX and the client environments. Both cloud and onsite. Our application is Windows based with its key components in IIS and SQL. You will also be an escalation point, liaising directly with both internal and external clients for technical/IT related issues.

DUTIES AND RESPONSIBILITIES

Safety, Environment and Diversity

You will be required to:

- Adopt safe working practices and procedures
- Eliminate or report work place hazards, taking part in safety drills and other activities supporting a safe work environment
- Minimize energy and material usage to support a cleaner environment
- Respect the rights, beliefs value systems and diverse nature of other staff and clients

Technical Support

Perform the day to day activities for the Technical Support function including, but not limited to:

- For ConnX Cloud clients:
 - Client Provisioning
 - Backup and Disaster Recovery
 - Server maintenance and upgrades

- For On Premise clients:
 - Client Installs
 - Client Upgrades

- For Partner Hosted clients:
 - Assist our hosting partners teams as required

- For all clients:
 - Client Troubleshooting
 - Client Technical/Environmental Issues

SysOps

- Provision, manage and maintain cloud utilities for both external and internal clients in a cost-effective way if required.

- You will also need to:
 - Provide your subject matter expertise into Technical Documentation
 - Install and upgrade testing
 - Define new installation/upgrade practices for new and existing modules

Backup for Internal ICT Support

From time to time, as needed, you will be asked to perform duties relating to supporting the internal ICT function. These duties may be of a varied nature and will be requested of you when the primary Internal ICT Support function is not available.

Learning and Sharing

You will be required to share experiences and expertise with other members on the Client Support Team and (as appropriate) with other ConnX Pty Ltd departments.

Business Studies

You have an ongoing obligation to ConnX Pty Ltd to:

- Identify, evaluate, recommend and implement (with the assistance of others) any internal or external business opportunities

From time to time, as directed by management, you will assist in:

- Preparation and presentation of specific studies

Other Duties

You will also undertake:

- Attendance and contribution at Client Services meetings and other ConnX Pty Ltd meetings
- Liaison with and provide reporting to internal departments as to the status of client issues
- Other duties as required by management

The above duties and responsibilities are not exhaustive and may be varied at any time by ConnX Pty Ltd.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

Must have experience:

- Minimum of three years' relevant experience, phone based technical support for both internal and external clients
- A tertiary qualification in IT

- Windows Server environments
- IIS experience
- AWS cloud experience, EC2's, Route53, S3, VPC's etc.
- Experience troubleshooting Microsoft Exchange, Exchange online and email servers and services
- A comprehensive understanding of networking and protocols
- An interest to learn new technologies
- Proven aptitude to think outside the box
- An enthusiasm for Cloud services

The incumbent of this role would ideally possess:

- An ability to comprehend technical aspects of software and operational issues of basic business administration functions in payroll and human resources.
- Business related certifications related to the role. Although we will help you obtain these if you do not.
- AWS certification or a drive to obtain one.

COMPETENCIES

Project Management

- Demonstrate an ability for attention to detail
- Demonstrate an ability to assume responsibility of own and others activities
- Carry out work under minimal supervision
- Ability to complete tasks in an agreed time frame

Organisational Skills/Time Management

- Effectively coordinates priorities
- Tasks and resources to achieve work outcomes
- Establishes realistic milestones
- Reviews progress and adjusts accordingly

- Effectively manages resources and time
- Flexible and adaptable to changing circumstances

Relationship Management

- Develops and maintains productive relationships and professional networks
- Develops and maintains effective communication strategies
- Effectively builds rapport with external and internal clients

Decision Making, Problem Solving and Judgment

- Undertakes appropriate search and investigation
- Draws on experiences of self and others
- Applies common sense
- Considers alternative options
- Able to solve complex problems

Effective Communication

- Expresses concepts and ideas clearly and concisely
- Actively listens
- Ability to communicate clearly with a range of internal and external clients of varying seniority
- Uses language and tone appropriate to audience
- Speaks with confidence and clearly in front of an audience

Quality Orientation

- Work is performed to a high standard, completed within appropriate timeframes and undertaken in an efficient manner

Initiative and Innovation

- Self-starter
- Proactive
- Generates creative solutions
- Uses different approaches to resolve issues/develop opportunities

- Generates ideas for improvement
- Takes productive action without being asked

Teamwork

- Actively encourages a supportive team culture
- Encourages the free exchange of information and ideas
- Encourages open and honest feedback
- Takes responsibility for team duties and contributes

Work Commitment and Motivation

- Demonstrate a strong work ethic
- Demonstrate a commitment to continuous improvement

Flexibility and Adaptability

- Ability to prioritise work activities
- Ability to readily adapt to a changing business environment
- Ability to work in a multi-disciplined environment

Service Orientation

- Demonstrate a willingness to help
- Demonstrate a positive attitude in communications
- Well-groomed and presentable

VERIFIED AND APPROVED

ACKNOWLEDGED

Manager: _____

Incumbent: _____

Signature: _____

Signature: _____

Date: _____

Date: _____