

Technical Assistance Centre Technician

Reports to: Network Operations Centre (NOC) Manager

Supervises: Nil

Employment Status: Full-time

Organisational Context:

Bendigo Community Telco is a regionally based company developed to provide efficient and effective communication services and solutions to meet the current and future needs of Bendigo and its surrounding districts. By harnessing the strength of demand aggregation, Bendigo Community Telco is able to influence the strategic plans of common carriers to offer service equality and market competition.

The BCT Technical Assistance Centre is BCT's high-level technical support for private network clients. The centre provides Network Configuration and Management as a service to clients as well as Incident and Change Management. Staff in the TAC are required to work closely with the BCT Network Team to provide excellent service levels to high-value BCT clients.

The Technical Assistance Centre Technician is responsible for leading the Level 2 technical response of the Technical Assistance Centre.

All staff at BCT are potentially involved in direct dealings with customers, and may also be engaged in delivery of service or support at customer premises, and as such BCT's personal presentation standards apply to all positions. Likewise, all appointments at BCT are to the organisation as a whole. Part of the BCT philosophy is to give its staff the opportunity to gain experience in various facets of the business, and as such staff can be directed to different roles for a shorter period of exposure or as part of a longer-term transition.

Duties & Responsibilities:

1. Respond to enquiries from Level 1 Help Desk staff at both BCT and customer facilities.
2. Provide network support (router, switch, protocols, traffic-flow, etc.) for BCT customers.
3. Work to ensure delivery of high levels of performance to all Service Level Agreements that BCT has in place.
4. Assist in the project management, development and implementation of new customer network deployments.
5. Diagnose and rectify computer hardware and software problems.
6. Undertake documentation of all customer networks and the ongoing maintenance of that documentation.
7. Follow Incident & Change Management processes
8. Mentor other technical staff in the TAC.
9. Assist in the project management, development and implementation of new customer network deployments.
10. Actively suggest areas for improvement in the TAC policies, procedures and systems.
11. Research and recommend new product initiatives.
12. Other duties as directed.

Key Performance Indicators:

- Timely deployment and a proactive approach to potential problems for customer networks.
- Effectiveness of face to face and over the phone customer inquiries resolving customer and operational issues – as measured by improved customer satisfaction within the areas of responsibility - including:
 - Private network issues
 - Collaborative resolution of customer application issues
 - Hardware performance and compatibility.
- Liaise with Level 1 & 3 support staff, and 3rd parties to resolve network issues.
- Thoroughness in following Incident & Change Management processes.
- Timely, effective and accurate diagnosis and rectification of computer hardware and software problems.
- Completed documentation of all customer networks and the ongoing maintenance of that documentation in areas agreed at performance reviews.
- Performance of Router and Switch configuration.
- Commitment to and progress through vocational professional development.

Key Selection Criteria:

1. Experience in the Internet Service Provision industry.
2. Experience in fault finding in relation to Client – Server networks and applications.
3. Experience in a diverse customer focussed environment, along with the ability to deliver exceptional customer service.
4. Good written and verbal communication skills.
5. Ability to operate effectively in a diverse team environment.
6. Ability to provide appropriate leadership and mentoring to junior staff.
7. Demonstrable time management skills.
8. Experience with switch and router configuration is essential.
9. Knowledge of the Information Technology Information Library (ITIL) standards is desirable.

Qualifications & Experience:

- At least two years industry experience is mandatory.
- Tertiary qualifications desirable.
- Cisco Network Certification is desirable.
- Some telecommunication industry experience would be an advantage.

Special Requirements:

- Offers of employment are subject to the candidate undergoing a successful police check.

Authorities

Employee Name _____

Employee Signature _____ Date _____

Next Level Name _____

Next Level Signature _____ Date _____