

VACANCIES

# Customer Staging Technician

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## **JOB PROFILE:**

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### **JOB TITLE:**

Customer Staging Technician

### **DEPARTMENT:**

Customer Services, Customer Staging Team

### **REPORTING TO:**

Customer Staging Team Leader, Service Delivery Manager

### **OVERVIEW:**

To carry out customer staging as necessary and to assist with logging support calls.

### **SALARY:**

£15,000 p.a

### **ANNUAL LEAVE:**

25 Days





## MAIN TASKS & RESPONSIBILITIES:

- To carry out customer staging as necessary by the Ensign Support Desk or the Service Delivery Manager and to assist with resolving any technical issues that the Customer may be having within the required Service Level Agreements for that customer
- To assist the Customer Staging Team Leader, where necessary, in providing adequate cover in the Staging Team to ensure all customer Service Level Agreements are met.
- Ensure all customer staging processes are followed. These processes will include, but not limited to :-
  - Functionality testing of all devices returned by a customer as faulty.
  - Ensuring all faulty devices are marked with their individual faults and prepared to be sent to the relevant repair centre to be rectified.
  - To configure, as per the customers' requirements, all equipment.
  - Ensure that the customer buffer-stock levels are adequate to provide the contracted service.
  - Monitor for trends of faults of particular equipment models or from particular customers.
- To immediately bring to the attention of the Customer Staging Team Leader or Service Delivery Manager any issue that you are not able to resolve
- To assist, where necessary, The Ensign Support Desk Team. This assistance may be in the form of, but not limited to, manning the telephone or providing them with technical support.
- To assist, where necessary, the On-Site Support Team. This assistance may be in the form of, but not limited to, carrying out on-site support visits or arranging replacement on-site buffer stock.
- To assist, where necessary, The Ensign Support Desk, Staging Team or On-Site Support Team in providing cover outside of your agreed contracted hours to provide additional cover for weekends and/or public or bank holidays as the needs of the business requires.
- To immediately bring to the attention of the Customer Helpdesk Team Leader or Service Delivery Manager any issue that you are unable to resolve.
- To complete any company documentation, including but not limited to, timesheets, expense forms and support visit reports, in a timely manner and ensure they are passed on to the relevant person/department or filed appropriately.
- To carry out any other reasonable request made of you by Service Delivery Manager, Operations Director, other department managers or Directors of Ensign Communications Limited.

# Join Our Team

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