

MANAGED SERVICES SPECIALIST

POSITION DESCRIPTION

POSITION

Position: Managed Services Specialist
Reports to: Managed Services Director
Location: Christchurch

PURPOSE

The Managed Services Specialist's purpose is to provide exceptional customer service and problem solving for Inde's managed services customers, to support other Inde specialists, and to look after Inde's internal IT.

KEY RESPONSIBILITIES

All outcomes are to be achieved in line with our values.

Customer Service

Customer outcomes are Inde's reason for being. Using your problem-solving skills and the knowledge of the team, provide our customers with exceptional customer service to help solve the problems they face.

Seeking Knowledge

Technology never stands still. To become a leader in your field you'll need an open mind and a hunger for knowledge. Show your dedication to developing your skills by engaging in regular training and working towards certification goals.

Internal Support

We're growing and changing fast. Help keep Inde's engine turning and our team efficient by providing in-house technical support to your colleagues and solving internal tech issues. Inde is a key customer of yours.

MEASUREABLES

Customer Experience

- Customer communication is excellent. The requestor is notified when you pick up a job, allowing for details to be clarified, timelines and expectations agreed and direct communication between you
- Customer communications including quoting/schedule documents, emails, technical documentation, and time entries that you produce are of a consistently high standard that you are proud of

- Jobs are completed on time and within scope and budget, customer outcomes are achieved, or concerns raised as early as possible
- Challenges and problems are communicated and escalated quickly to minimise customer impact
- Customer feedback is consistently positive

Technical Delivery

- You follow the defined processes for incoming support requests including communication, problem-solving and escalation
- When you're unsure you ask questions utilising the knowledge of your team and the wider technical team, instead of making assumptions
- Before beginning work, related customer and process documentation is reviewed to ensure you understand what is required and how to approach it
- Work keeps moving forward; you take responsibility for all work that is assigned to you - the progress, the communication, and the outcome
- All changes are documented, and peer reviewed by a senior technical team member with relevant expertise before any changes are made to a customer environment
- Customer documentation is updated when any changes are made; gaps or errors in documentation are rectified or reported to the customers tech lead

Team Collaboration

- Questions are welcomed and support given willingly to other team members
- Team support is sought when it's needed; reach out rather than getting lost in or procrastinating on something that might be over your head

Learning & Development

- Engage in regular meetings with your manager and personal development sessions to ensure you are aware of your strengths and areas of potential development, both technically and personally
- Engage in regular training to grow your knowledge and work towards identified goals
- Take on challenging jobs that stretch your knowledge to continue to develop your skills

Time-recording

- Your time is accurately recorded in the correct job/service/project in TQ
- All time spent on customer work is billed to that customer with enough detail in the time entry to show the customer the value of your time
- Timesheets are completed in full every day, on the day

Revenue Targets

- Achieve annual individual and team revenue targets

LIMITATION OF AUTHORITY

No authority, all spending should be pre-approved by manager.

PERSON SPECIFICATION

Above all, as part of the Inde team you will understand and be committed to our values.

- Customer Focused:** Your actions serve the best interests of our customers
- There for each other:** Your actions demonstrate care and consideration for your teammates
- Willing to learn:** Your actions show that you are humble enough to constantly learn and grow
- Solutions experts:** Your actions show the focus needed to be great at what you do
- Taking Ownership:** Your actions show you take responsibility for your part in achieving our purpose

CORE COMPETENCIES

- Passion for Technology** You are passionate about technology. You have a hunger for continual learning and developing your knowledge.
- Communication** You can deliver technical information to anyone in an easy to understand relatable way.
- Proactive** You ensure information is passed on to others who should be kept informed. You say when you don't understand, when something goes wrong or when something is preventing you from doing your best work.
- Self-awareness** You understand your strengths and weaknesses, and how these affect your work and other people. You positively receive feedback and have a desire to constantly learn and grow.
- Problem solving** You make careful and calculated decisions, considering alternative options and their impacts on everyone involved. You know when you need to gather more information and when you need to just decide. You involve customers and/or Inde team members as necessary