

Job Description

Role Name IT Technician
Reports to Technical Service Delivery Manager
Start Date TBC

- Key Results**
- Customer satisfaction through delivering effective and efficient solutions
 - Embracing automation and maintaining comprehensive documentation to deliver high quality reliable services to clients.
 - Making wonderful things happen for our clients and our community

Key Accountabilities	Actions	Priority
Customer Service	<ul style="list-style-type: none"> • Deliver an excellent customer service experience, don't settle for "good enough" • Show empathy and understanding towards client concerns and challenges. Advocate for their needs within qbox to ensure their satisfaction and success. • Take a proactive approach to identify potential issues before they impact the client's operations. Offer preventive solutions and recommendations to mitigate risks. 	25%
Completing client and internal tickets and tasks	<ul style="list-style-type: none"> • Ensure that tickets and tasks are worked on promptly and resolved in a timely fashion in line with agreed SLA's. • Maintain detailed records of client interactions, issues, and solutions. This historical data can be invaluable for troubleshooting, trend analysis, and future planning. 	25%
Responding to live communications	<ul style="list-style-type: none"> • Ensure that phone calls and other communications are answered promptly. • Maintain a professional and respectful tone in all communications, even during challenging or heated discussions. Address people by their preferred names and use courteous language. • If an error or oversight has occurred, offer a sincere apology and corrective action to rebuild trust. 	20%
Ongoing Personal Development	<ul style="list-style-type: none"> • Be self-motivated to continue personal development, completing training and certifications within the agreed training plan timeframes as defined in your qbox training plan. 	30%



Role Requirements

- Embodying the qbox core values
- Maintaining Industry Certifications as defined by the agreed Training Plan
- Experience with Microsoft Enterprise Management
- Experience with Microsoft 365/Azure
- Experience with Dropbox
- Experience with Apple Enterprise Management
- Exposure to common scripting languages; BASH, PowerShell, Python and JavaScript
- Awareness of business grade networking
- Awareness of business grade security
- Understanding and maintenance of strict security protocols with customer data
- Excellent problem-solving skills
- Proactivity with a strong attention to detail
- Proactively improving internal systems and processes
- Excellent communication skills
- Excellent customer service and support
- Excellent judgement
- Excellent documentation skills
- Excellent time management skills
- Excellent adaptability to the changing technology landscape
- Proficiency in handling parallel tasks
- Pride, ownership, and responsibility for work

Key Competencies

- People Focused
- Great Communication
- Technical Minded
- Self-Awareness
- Commercial Awareness
- Takes Responsibility
- Trustworthiness