

# Job Description

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Job Title: Technical Support Advisor (MoD Specialist)	Name:
Department: Operations	Section: Global Customer Support Centre
Reports to: Team Leader / Head of Operations	Date:
<p>1. <u>Main Purpose of Job</u></p> <ul style="list-style-type: none"> <li>To provide specialist support for military applications, land and sea based.</li> <li>To be a pro-active member of the Global Customer Support Centre (GCSC) delivering 1<sup>st</sup> and 2<sup>nd</sup> line technical support on product, service and billing enquiries primarily for the Royal Navy but to also include both maritime and land based commercial customers.</li> <li>To provide 1<sup>st</sup> /2<sup>nd</sup> line network operations support including monitoring of NSSL's VSAT Networks and its BGan POP, assisting with line up and service issues and ensuring that problems are resolved quickly whether overall network or remote customer related.</li> <li>Working within a team with a clear growth path and development strategy that encourages internal growth.</li> </ul>	
<p>2. <u>Key Tasks</u></p> <ul style="list-style-type: none"> <li>To liaise with the internal MoD projects and engineering teams</li> <li>To monitor and respond accordingly to the MoD Escalations email inbox</li> <li>To respond to customer enquiries and to reply quickly and efficiently ensuring that customer expectations are met and, for key customers, that SLA's are met specifically in regard to response and resolution times</li> <li>To ensure each call/email is logged and that Microsoft CRM or Freshdesk are maintained at all times, so clarity is ensured for other team members, chasing cases and escalating issues to other departments or the on call engineers where necessary (and in consultation with Shift Supervisor) and following each issue to conclusion.</li> <li>To provide 1st/2nd line support for GCSC activity ensuring continuity between shifts (day and opposite night shift) and seamless handover of tasks outstanding</li> <li>To assist with monthly customer surveys and reports to ensure that NSSLGlobal service levels are met.</li> <li>To manage inbound calls as required by the Shift Supervisor</li> <li>To assist in the development of systems to deliver front line support for the company's customer handling and customer care programmes and make recommendations for improvements</li> </ul>	

<ul style="list-style-type: none"> <li>• To proactively monitor the GCSC associated infrastructure, investigate alarms, issue outage reports, act on high usage alerts and resolve any and all service issues. Whether network or remote customer related</li> <li>• Manage cases through to resolution, with the assistance of the Technical Support Supervisor, escalating to both internal and external resolver groups</li> <li>• To actively pursue technical training and to continually update technical expertise. Training on products and services, sharing this knowledge with shift colleagues.</li> <li>• To make recommendations to improve development of systems and processes to the benefit of the customer and company</li> <li>• Any other appropriate tasks as delegated by management</li> </ul>
<p>3. <u>Organisation Chart</u></p> <p>See attached</p>
<p>4. <u>Dimensions</u></p> <p>Monday to Friday between the hours of 0800 - 1830, will be on a weekly rotation of either early or late shifts, for example 0800 – 1630 or 1000 - 1830</p>
<p>5. <u>Supervision</u></p> <p>No supervision of others but self-management is vital to ensure service issues are proactively addressed quickly and to agreed timescales</p>
<p>6. <u>Assignment and Review of Work</u></p> <ul style="list-style-type: none"> <li>• Work assigned on day to day basis resulting from: <ul style="list-style-type: none"> <li>- Customer and agent enquiries</li> <li>- Internal inter-departmental requests</li> <li>- Handover from other shifts</li> <li>- NOC/support desk operational occurrences</li> <li>- Manager/Shift supervisor</li> </ul> </li> </ul> <p>Customer focussed activity.</p>
<p>7. <u>Decision Making</u></p> <ul style="list-style-type: none"> <li>• Time Management.</li> <li>• Keeping customer informed at all times in appropriate fashion</li> <li>• Taking personal ownership and seeing through to completion any task.</li> </ul>
<p>8. <u>Judgement</u></p> <p>Prioritising workload. Expected to exercise high level of judgment to pre-empt issues escalating and to refer issues to the correct person where necessary</p>

## 9. Contacts With Others

- Primarily Customers (and prospective customers) and Agents calling the Support desk
- Other departments within Company via on call engineering personnel or by e mail/telephone
- Other support desks including Inmarsat, Land Earth Stations, Manufacturers and VSAT partners, Paradigm

## 10. Equipment

- Desktop PC or laptop with network access
- NSSL internal databases and systems via secure internet eg Great Plains, NIBS, Microsoft CRM
- Network Control Centre monitors and PCs via secure VPN
- VOIP phone and broadband
- Company mobile phone if required by company

## 11. Experience/Skills/Qualifications

### Essential:

- Experience in operating Royal Navy communications systems
- Customer facing experience
- Be computer literate
- Confident and clear telephone manner
- Possess a keen commercial awareness with ability to work on own initiative and unsupervised
- Ability and willingness to continuously learn and support new systems and services

### Preferred:

- Inmarsat and/or VSAT operational, service or technical experience
- In depth technical knowledge of at least some of the following customer equipment or systems
  - NAICIS, MNE, SCOT, LC2, IRL
  - Inmarsat Satellite Maritime Customer equipment including T&T Sailor, JRC systems and Intellian FX
  - Cobham Seatel, T&T and Intellian VSAT equipment
  - Inmarsat Land Mobile systems including Nera & T&T (BGans) Iridium Certus, Thuraya
  - 3G/4G Wireless LTE
- Knowledge of customer IT networks/systems eg IP address ranges Cisco and HP Switches
- Network Operations experience

12. Most Difficult Part of Job

- Multi-tasking and prioritising
- Ensuring that all support meets the expectations of our customer by maintaining the measurements set in relation to Customer Satisfaction and ensuring all enquiries are dealt with quickly and efficiently
- Accuracy of record keeping
- Keeping up to date with product knowledge, technical and regulatory changes
- Assisting NOC during leave or sick cover required

Agreed,

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Signature of Job Holder

Date:

.....  
Signature of Manager

Date:

Note:

This Job Description is not an exhaustive list of your current duties and, as part of its flexible working policy; Management would expect that any duties, within reason, would be undertaken by the Job Holder.