

JOB TITLE: **Technical Call Vetting Engineer**

Department: **Technical Services (TSG)**

Location: **Cardiff Office**

Reports To: **Technical Services Manager**

Purpose: **To carry out remote technical vetting, fault rectification and call closure of faults logged on customer's equipment. To support field service engineers' in identifying faults, ordering parts and coordinating activities to successfully achieve customer service level agreements.**

Vista Retail Support's Mission

- To be the partner of choice for the provision of technology services in the UK
 - To deliver on our commitments to all of our customers both external and internal
 - Create a great environment where Vista people become the best they can be and are able to discover for themselves and educate others in the field of technology support
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Vista Retail Support's Values

- To do the best we can for our business, our customers and our colleagues
 - To demonstrate honesty, integrity and flexibility in all that we do
 - To be transparent in our operations
 - Respect our environment
 - Return value to our shareholders
 - To be committed to our people
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Information Security Profile: HIGH

- This role will be privy to large quantities of confidential and sensitive information on a frequent basis and as such the individual undertaking the role will be expected to treat all information as sensitive discussing it only with those people who have the necessary authority.
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Main Tasks and Objectives

- Working with customers to remotely diagnose and rectify faults logged on customers' equipment to ensure full functionality according to manufacturer's specifications
- Where a remote fix is not possible, to identify, order and monitor parts required by a field service engineer on-site

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- Providing second line support to a range of customers.
- Provide technical support to field service engineers on a broad range of IT equipment to ensure that the best level of customer service is provided
- Keeping customers informed at all times of progress of work
- Report escalations to relevant helpdesk in accordance with each customers' relevant escalation procedure as and when it is required to ensure the best level of customer service is provided
- Update "Metrix" operational system to ensure smooth communication between company and customer and to allow customer service reports to be produced
- Manage workload to meet customer needs and ensure the communication is maintained with contact centre, field service manager and customer service delivery managers as and when necessary
- Be part technical services group rota working evenings and weekends
- Work to successful KPI targets set by the team leader
- Document procedures and customer specific information to grow the company's knowledge base
- Help to train any new starters as and when requested by the team leader or Contact centre manager.
- Any other tasks as requested by the team leader or Contact centre manager.

Outcomes and Deliverables

- Customers receive a professional service and feedback is positive
- Meet and if possible, exceed closure rates to meet service level agreements
- Positive internal relationships are achieved
- Successfully support field service engineers and second line support to rectify faults in a timely manner
- Help to build a first class technical services team that contributes to the overall growth of the business

In addition to the above duties the post holder must be prepared to undertake such additional duties which may result from changing circumstances.

All staff are expected to comply with all VRS Ltd management systems and procedures and conform to the requirements of all standards and certifications held by Vista Retail Support Ltd.

Document Detail:

Reference	PM-JD-TCVE	Owner	Technical Services Manager
	Kath Powell	Status	Issued
Version No.	6.0	Issued Date	05/05/2021
Effective Date	05/05/2021	Next Review Date	Annual

Document Change History

Date	Version	Author	Details of Change
01/09/2016	1.0	Natalie Williams	Issued

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01/02/2017	2.0	Kath Powell	Amended to report to Team Leader following re-structure of department (Technical Training Manager no longer in place)
01/08/2018	3.0	Gemma Howlett-Matthews	Annual Review – no change
01/11/2018	4.0	Gemma Howlett-Matthews	Amended to add in First Line support role
01/08/2020	5.0	Kath Powell	Annual review – helpdesk activities stated/Incorrect owner amended
05/05/2021	6.0	Mark Liles	Restructure of TSG / Helpdesk JD reporting separated following TSG move to CC
15/05/2023	7.0	Sophie Corken	Amended reporting lines and owner



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