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| **v**ista<br>retail support | **Job Description** |

## JOB TITLE:     Technical Helpdesk Advisor (First Line Helpdesk)

**Department:**     **Technical Services**

**Location:**     **Cardiff Office**

**Reports To:**     **Technical Helpdesk Team Leader**

**Purpose:**     **To answer first line phone calls on Vista's IT Helpdesk, this will include call logging and undertaking first line fixes, also directing calls to 2$^{nd}$ and 3$^{rd}$ line resolvers as required. The role will also support Vista's the technical services team in contacting customers and engineers when required**

### 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

### 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

### 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.

### Main Tasks and Objectives

- Providing first line support to a range of customers and logging calls with resolver groups if unable to provide a fix
- Working with customers to log and diagnose faults reported by customers about their on-site equipment and to ensure full functionality according to manufacturer's specifications is maintained

- Where a remote fix is not possible, to identify, order and monitor parts required by a field service engineer on-site
- Keeping customers informed at all times on progress of calls logged
- Act as first point of contact for all helpdesk customer you will report escalations to relevant helpdesk staff in accordance with each customers' relevant escalation procedure
- Update Metrix and TOPdesk call logging 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 of the helpdesk rota working evenings and weekends
- Work to successful KPI targets set by the team leader and IT helpdesk manager
- Document quick fixes 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 IT helpdesk manager
- Any other tasks as requested by the team leader or IT helpdesk 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 helpdesk and technical services 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.**

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**Document Detail:**

| Reference | PM-JD-THA | Owner | IT Helpdesk Manager |
|---|---|---|---|
| Author | Tom Maitland-Evans | Status | Issued |
| Version No. | 2.0 | Issued Date | 01/08/2020 |
| Effective Date | 01/08/2020 | Next Review Date | Annual |

**Document Change History**

| Date | Version | Author | Details of Change |
|---|---|---|---|
| 02/05/2019 | 1.0 | Tom Maitland-Evans | Issued |
| 01/08/2020 | 2.0 | Kath Powell | Annual review – some minor wording changes |
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