



## JOB DESCRIPTION

Position	<b>Training &amp; Support Consultant</b>
Department	Support
Name	
Reporting to	Support Help Desk Manager

### PURPOSE OF POSITION

This is a team role within the Support Help Desk team. This team provides support, guidance and training to clients, required to fulfill the Company's contracted obligations

- within Sales, Solution support and Maintenance agreements
- during implementation deliveries and software updates

Specifically this role delivers the day to day operation of the Support Help Desk team's schedule, tasks and activities, as part of this Team.

### REQUIRED SKILLS AND QUALIFICATIONS

This role requires

- good standard of education
- 2+ years in a Training and Help Desk role, ideally with both hardware and software
- excellent accurate keyboard skills and good knowledge of prime MS Office applications
- knowledge and use of a centralised support desk application, ideally RICHMOND
- ability to be a good clear, concise, communicator (written, verbal, presentation)
- good listening skills
- ability to demonstrate team membership
- attention to detail with ability to plan, document and keep to timescales
- embrace Change and quickly adapt, should the need arise

### KEY PERFORMANCE INDICATORS - GENERAL

1. Respect this position and be respected within the Business as a whole
2. Be valued by and work closely with other Support Help Desk team members
3. Have all agreed projects complete by the agreed due dates
4. Support and participate in the prescribed Support Help Desk processes
5. Deliver high quality training sessions on Bransom and client sites
6. Ensure all call activities are logged clearly and in full in the Company's Support Desk logging system, realising the impact to others when recording is not complete or accurate
7. Proactively look for efficiencies within the Help Desk team's ways of working and offer them during team meetings for implementation
8. Voluntarily keep up to date with current Bransom software and technologies

### The Position

This is a trusted position and the manner in which you conduct yourself is of importance. It is necessary to always present yourself in a business-like manner and perform your duties with the highest level of professionalism and courtesy.

Support Help Desk department has a lively, knowledgeable team of people, who man the Help Desk on a time rota basis. You are required to work as a member of this Support Help Desk team. Within the team your prime activities are to:



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- answer support calls, resolve any issues to the best of your ability, escalating to a senior team member or the Support Help Desk Manager immediately, if you are unable to resolve an issue

Log all support calls ensuring you:

- accurately record issues in the Company's Support Desk Logging system, currently RICHMOND
- detail your solution to the issue
- precisely note any recommendations or advice given
- escalate to a more senior team member or the Support Help Desk Manager immediately, if you are unable to resolve an issue
- accurately record your time spent on any incident
- monitor ongoing and reoccurring issues reporting them to the Support Help Desk Manager immediately
- test new software prior to deployment, as required and keep user documentation up to date

### **Training Consultant**

Your prime responsibilities are to:

- liaise with the client to ensure all relevant information is captured and all requirements are met over the installation and training phase
- test and configure systems prior to installation and report any deficiencies to your line manager
- provide training notes or other such required documentation
- install systems on site & deliver standard training on required modules ensuring the system is working to expectations
- provide training on the Company's products to the best of your ability and at a level to which the trainees can both understand and benefit
- resolve any queries or issues to the best of your ability, escalating to the Project Manager or PMO immediately, if you are unable to resolve an issue
- create bespoke training documentation as requested by the PMO
- be prepared to travel within the UK, Ireland and Channel Isles as required by the business
- update client documentation
- report re-chargeable expenses under the sale agreement to PMO

### **Team membership**

- actively participate in team meetings
- plan your time to be able to attend regular meetings held by your line manager
- when required, coach and mentor other team members
- when required, think creatively and share skills and expertise
- help in all areas of support desk duties including packing and unpacking equipment
- learn, understand and keep up to date with Company handbook, policies and procedures

When considered necessary by Management you may be required to carry out such other duties within your skill set and areas of competence