

# Job Description

Job Title: Technical Support Engineer	Name:
Department: Global Customer Support Centre	Section: Operations
Reports to: Global Customer Support Manager	Date:
<p><b>1. Main Purpose of Job</b></p> <ul style="list-style-type: none"> <li>To be a key element of Technical Support as part of a global team. Assisting in the training, mentoring for the shift, aiding the Team Lead in directing the 1<sup>st</sup> and 2<sup>nd</sup> line support teams in dealing with customer queries quickly and effectively.</li> <li>To be a committed and pro-active Shift Engineer within the Support Team delivering service for NSSL's global customer base across the complete technical portfolio, 24 hours/365 days a year.</li> <li>To provide first class Customer Service and Technical Support covering both network infrastructure and customer facing equipment. Covering IT, Networks, Firewalls, Satellite antenna systems and web traffic filtering rules.</li> <li>To monitor, operate and maintain the internal systems and databases within the Global Customer Support Centre (GCSC), ensuring proactive management of process and procedures for the benefit of other team members and our customers.</li> <li>To ensure reactive Monitoring Alerts across the technical estate are understood and managed to resolution inline with our Service Level Agreements and KPIs. Ultimately to understand Root Cause for common problem tickets and initiate process change or initiation to optimise fault management and resolution.</li> </ul>	
<p><b>2. Key Tasks</b></p> <ol style="list-style-type: none"> <li>To manage responses to customer inquiries, replying promptly and efficiently, ensuring customer expectations and contractual obligations are met and where possible, exceeded.</li> <li>To provide 2nd line technical support and customer service for all technical service issues, across a multitude of technical solutions, utilising multi carrier bearers (Ka/Ku/L Band, LTE), Bespoke Virtual Environments and associated infrastructure. Managing raised concerns through to resolution, either directly, or with the assistance of internal and external resolver groups.</li> <li>To proactively monitor the GCSC networks, investigate alarms, issue outage reports, act on high usage alerts and resolve any and all service issues whether overall network or remote customer related, escalating where appropriate.</li> <li>Carry out IP troubleshooting, investigate routing and switching faults across both local and remote infrastructure, including fixed and Wi-Fi networks.</li> </ol>	

<ul style="list-style-type: none"> <li>e. Carry out RF troubleshooting and interpret satellite link statistics to help resolve satellite related problems and to provide ad hoc network reports as requested by both internal and external customers.</li> <li>f. Leading by example, to ensure each customer interaction is logged within Freshdesk to aid in accurate and prompt fault management.</li> <li>g. To actively pursue technical training and to continually update technical expertise. Seeking further training on products and services, sharing this knowledge with shift colleagues.</li> <li>h. To make recommendations to improve systems and processes to the benefit of the customer and company. Assisting in the maintenance and distribution of up-to-date GCSC operational procedures</li> <li>i. To ensure an understanding of all of NSSL's product portfolio in order to be able to direct and support both 1<sup>st</sup> and 2<sup>nd</sup> line support teams as required</li> <li>j. Tasks appropriate to the role, as delegated by management or Team Lead.</li> </ul>
<p><u>4. Dimensions</u></p> <ul style="list-style-type: none"> <li>• Key customer facing role</li> </ul>
<p><u>5. Supervision</u></p> <ul style="list-style-type: none"> <li>• No direct reports within this role, however, as a senior member of the team, you will at times be responsible for co-ordinating internal and external resolver groups as well as members of the GCSC where required in the absence of a team/shift lead.</li> </ul>
<p><u>6. Assignment and Review of Work</u></p> <p>Work assigned on a day-to-day basis resulting from:</p> <ul style="list-style-type: none"> <li>• Customer and agent's enquiries</li> <li>• Internal inter-departmental requests</li> <li>• Handover from previous shift</li> <li>• NOC operational occurrences</li> </ul>
<p><u>7. Decision Making</u></p> <ul style="list-style-type: none"> <li>• Self Sufficiency and the ability to think through problems and to take calm and calculated decisions in order to manage potentially high-level service issues is vital.</li> <li>• Resilience is required in understanding the technical issues involved and resolving diplomatically and efficiently to the customers satisfaction.</li> <li>• Prioritising workload for self and team to ensure that key customers SLA's are always met or exceeded. Taking ownership and seeing through to completion any task</li> </ul>
<p><u>8. Judgement</u></p> <p>As determined by incoming workload.</p> <ul style="list-style-type: none"> <li>• Expected to exercise high level of judgement to pre-empt issues by escalating and referring issues to the correct person where necessary.</li> <li>• Decisions affecting changes to company policy, impacts on company expenditure or liability to be referred to management in advance</li> </ul>

#### 9. Contacts With Others

- Primarily Customers, Resellers and Agents calling the GCSC.
- Other departments within Company via on call engineering personnel or by email.
- Other out of hours support desks including Inmarsat, Land Earth Stations, Manufacturers and VSAT partners.

#### 10. Equipment

- PC with network access
- NSSLGlobal internal Databases and systems via secure internet
- Network Control Centre monitors and PC's via secure VPN

#### 11. Experience/Skills/Qualifications

##### Essential:

- 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.
- Ability to absorb and quickly gain and retain knowledge of NSSLGlobal products & services and to fault find and explain over the telephone how products work
- Excellent customer service skills and ability to interact with customers both on the phone and in meetings

##### Desirable:

- Customer Service / Network Operations Experience
- Technical Engineering experience
- Previous experience working with the MOD ideally using or providing support of equipment we support
- Inmarsat and/or VSAT operational, service or technical experience
- In-depth technical knowledge of at least some of the following customer equipment or management systems
  - Inmarsat Satellite Maritime Customer Equipment.
  - Intellian, Seatel and T&T VSAT equipment.
  - Inmarsat Land Mobile systems including BGAN's, Iridium and Thuraya & GX
  - Practical experience of IP networking (CCNA/JNCIA etc)

#### 12. Most Difficult Part of Job

- Determining priorities in an environment where customer demand varies constantly.
- Keeping up to date with product knowledge, technical and regulatory changes
- Managing other Shift workers

Agreed,

..... Signature of Job Holder  Date:	..... Signature of Manager  Date:
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**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.