

Position Description

Position Title	Corporate Mobile Support
Department	Partnerships
Reports to	National Engagement Manager

Organisational context

The Community Telco model is a commercial franchise-based methodology business that supports prosperity and sustainability development for regional communities by aggregating local demand for services like telecommunications and meeting that demand through a local, community-owned company. The model captures capital that would be lost to the region and reinvests it locally, creating new jobs and opportunities. There are several Community Telcos all over Australia and the number is growing.

Based in Bendigo, Community Telco Australia provides the technology, processes, systems and know-how that enable Community Telcos to offer professional telecommunications services and a competitive range of products. We value and encourage innovation in our staff, and our systems and our product development.

Job summary

- To provide a high level of service and support to nominated corporate customers including; device and service configuration, application support, tethering, email services, and device usage including backup up and restore.
- Liaise with customers and suppliers to ensure expectations are met and delivered in a timely manner.
- Ensure the delivery and compliance of the Community Telco service level agreement obligations
- General administrations tasks including order entry, payment processes and general mobile enquiries.
- Diagnosing level 1 support issues and escalating issues as required.
- Updating and maintaining internal helpdesk processes
- Research and knowledge sharing relative to new product offerings, services, protocols, and standards in support of mobile devices and management systems.

Duties and responsibilities

- Order, process, deploy and manage mobile devices for key customers
- Manage mobile solutions for key customers
- Liaise with internal stakeholders on sales activities and operational policies
- Direct point of contact with customers and coordinate the resolution of issues to the end

- Where necessary, liaise with equipment vendors during installations, deployments, troubleshooting, and hardware performance issues.
- Assist with the procurement, installation, configuration, and troubleshooting of Mobile Device Management solutions.
- Test and trouble shoot various mobile devices and mobility solutions.
- Undertake over-the-phone customer enquiries to resolve technical and operational issues including:
 - Handling VIP Calls and escalated customer enquiries.
 - Fault identification and management
 - Provisioning : service activation and configuration

Key selection criteria

- Previous working experience in the telecommunications industry and the ability to demonstrate extensive telecommunications product knowledge is preferred.
- Proven experience in providing service based support to corporate customers
- Be adept at forward planning, prioritising and, managing potential risk
- Provide excellent customer facing skills and the ability to enhance the customer experience
- Be adept at using multiple systems and skills to deliver an outcome
- Have a strong understanding of Windows/BlackBerry/IOS or Android Mobile systems
- High level of oral and written communication skills and ability to interact with customers, users and third parties as appropriate is required.
- Have a strong hands-on knowledge of the configuration and optimization of Smartphones and email services
- Ability to demonstrate initiative and problem solving skills for a variety of situations is required.
- Experience in troubleshooting mobile device issues

Qualifications

- No specific qualification is required.
- Prior provision of high-quality customer service, preferably in customer support in a technology or communications environment, or an ability to successfully transfer current skills to this field.

Competencies

- Persistence and ability to overcome adversity
- Excellent communication, presentation and facilitation skills.
- Strong relationship building skills
- Ability to work under pressure
- Uses innovation and initiative
- Effective planning and time management ability.

- Team player
- Sound judgment
- Tenacity and commitment to continuous performance improvement.
- Experience in Mobile handset/network support