Provides technical support and incident management to users of IT systems and peripheral equipment company wide. The ITCS analyst is responsible for receiving, entering, troubleshooting, prioritizing, escalating, and updating all IT incidents involving hardware, software, applications, networking or products on the IT standards list. The analyst resolves as many IT incidents as appropriate; such first-call resolution minimizes the impact and cost of IT problems to the company and increases personal productivity for customers.

* Provide dedicated IT incident resolution and management services to customers by receiving, entering, troubleshooting, prioritizing, escalating, and updating all IT incidents.
* Resolve IT incidents, minimizing the impact and cost of IT changes/problems to the company.
* Is flexible; shifts are subject to change.
* Punctuality; is ready to take calls at scheduled times.

**(!) Act as the company gatekeeper.**

**(!) Connecting internal and external environments.**

* Flexibility to adapt to the changing business environments with the ability to transition into new roles and responsibilities.
* Must have excellent interpersonal and customer service skills with a confident, capable demeanor.
* To interpret and prioritize IT problems according to business-related impact on the customer.

**Customer support** is a range of customer services to assist customers in making cost effective and correct use of a product. It includes assistance in planning, installation, training, troubleshooting, maintenance, upgrading, and disposal of a product.

Customer support is considered as one of the main data channels for customer satisfaction research and a way to increase customer retention.

**Customer service** is the provision of service to customers before, during and after a purchase. The perception of success of such interactions is dependent on employees "who can adjust themselves to the personality of the guest".

From the point of view of an overall sales process engineering effort, customer service plays an important role in an organization's ability to generate income and revenue. From that perspective, customer service should be included as part of an overall approach to systematic improvement. One good customer service experience can change the entire perception a customer holds towards the organization.

Customer service representatives must make sure first that the complaints made are valid and must do whatever they can--within the bounds of their authority--to make sure the customer is satisfied when he hangs up the phone.

## **Typical work activities**

IT technical support officers are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include:

* provide information about products and services
* build sustainable relationships of trust through open and interactive communication
* provide accurate, valid and complete information by using the right methods/tools
* respond promptly to customer inquiries
* obtain and evaluate all relevant information to handle product and service inquiries
* handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* identify areas for product improvement and communicate this information to the appropriate staff in the company
* organize workflow to meet customer timeframes
* direct requests and unresolved issues to the designated resource
* keep records of customer interactions and transactions
* record details of inquiries, comments and complaints, and actions taken
* prepare and distribute customer activity reports
* maintain customer databases
* communicate and coordinate with internal departments
* follow up on customer interactions
* Sell products and services

**Key Competencies**

* interpersonal skills
* communication skills - verbal and written
* listening skills
* patience
* problem analysis and problem-solving
* attention to detail and accuracy
* data collection and ordering
* customer service orientation
* adaptability
* initiative
* stress tolerance