Job Description

Job Title	Helpdesk 2nd line Support
Department	Client Services
Reports to	Customer Services Manager
Manages / supervises	No-one

1. Job Purpose

To assist Help Desk facility and Support Centre staff ensuring client requirements for support are met.
To be the first point of escalation for any problems which the Helpdesk team cannot immediately resolve.

2. Selection Criteria

- Ability to demonstrate good problem solving skills
- A minimum of 5 years experience of the Chris system
- Experience of payroll processing

3. Key Objectives

- Communicate effectively with customers to ensure their expectations are met and / or managed.
- Promptly resolve any helpdesk queries from clients, or escalate query to other departments
- Work effectively with all other Frontier departments
- Maintain up-to-date knowledge of all modules within Chris software through training and self-learning
- Work in accordance with legal and statutory requirements, company policies and procedures.
- Assist and comply with the company quality system and workplace health and safety measures

4. Main Tasks

- To ensure that all calls sent for 2nd line testing are investigated in a timely and professional manner.
- To coordinate all calls that the Helpdesk team cannot resolve to relevant Duty Consultant/ Development teams ensuring appropriate procedure has been followed
- To communicate faults and problems immediately to members of the Customer Services Team highlighting any common trends and provide monthly communiqué highlighting issues and problems.
- To identify customers with training needs and report to Relationship Managers.
- To maintain a full understanding of all the modules within the Chris software and adapt easily to changes during periods of system development
- To maintain a working environment conductive to teamwork
- To be able to use Microsoft applications in conjunction with the Chris software
- Any other tasks assigned from time to time by your Manager

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5. Key Relationships

- Provide professional support on Chris software matters to clients
- Good working relationships with all Customer Service Team and all other Departments in Frontier
- Good communication with other departments regarding unresolved issues
- Inform management promptly of potential issues

6. Decisions

- Resolve Customer queries and problems.
- Ensuring issues that are passed to other departments have been fully investigated by Helpdesk team

7. Performance

Your performance will be assessed against the following Helpdesk target criteria:

- 90% of calls resolved same day
- 95% by the following day
- Maximum of 25 outstanding calls at the end of each month excluding TSR's – 15 calls each
- 2nd line calls resolved within 5 working days from receipt of all information/ database
- Achievement of KPI's set at annual appraisal

8. Holder's Name	9. Holder's Signature	10. Date signed
	11. Date Commenced in Position	