

Job Specification Profile

**Job Title: Product Support Technician
(NICE CTI)**

Date: 17th July 2008

Vacancy Code: NIARAW003

Profile

The successful candidate should be an experienced NICE CTI preferably with experience in both Installation and Maintenance and ideally located around the Midlands. The position will be field based covering all sites within the UK. In addition overnight stays may be necessary on occasion. The Product Support Technicians are required to be available for paid 24 hour call out on a rota basis.

Key Responsibilities

1. Managing all aspects of service faults providing remote and on site support to Central Telecom customers.
2. Working with Project Managers and Principle Engineer to deliver new installs and additions.
3. Deliver a high level of Customer Service at all times working in a pro-active manner towards customer satisfaction.
4. Ensure paperwork is completed accurately and in a timely manner and all stock is managed in line with company policy.

Key Technical Skills (Including Courses)

Essential

An understanding of CTI solutions

Proficient in fault finding and installations within the Nice CTI Product Range

A thorough understanding of Excellent customer relations

An ability to function as part of a dedicated team or on their own.

Desirable

A minimum of three years experience In a field service role working on the Nice CTI suite of Products

A commercial drive to up sell or bring new business into Central Telecom

PBX experience in either Nortel or Avaya

Experience with Avaya PDS / PC3

ITIL or similar Incident Management experience

Personal Qualities

Extremely polite, helpful and customer focussed

Resourceful and hard-working.

Good communicator and self motivated.

The ability to remain self motivated and managed to achieve organisational goals.

Salary Range

Competitive Salary Offered

How to Apply

Please apply in writing quoting the job title to ssmith@central-telecom.co.uk or Sharon Smith, Central Telecom UK Ltd, 3 The Maltings, Wetmore Rd, Burton On Trent, Staffordshire, DE14 1SF.