



**Employee Name:**

**Job Title:** Service Desk Agent

**Effective Date:**

**JOB PURPOSE STATEMENT**

The Service Desk Agent plays a pivotal role in delivering exceptional customer service within our company. The Service Desk Agent is responsible for providing administrative support to ensure the efficient operation of the operations department. This role involves managing customer accounts, managing backend billing and ordering operations with connectivity vendors, handling service inquiries, processing orders, assisting with the coordination of service installations and troubleshooting requests. The Service Agent acts as a liaison between customers and technical teams to facilitate smooth service delivery and customer satisfaction.

This position is additionally responsible for providing first line helpdesk support to and provide the first point of contact for a variety of facilities management requirements and administration. With strong administrative skills and customer focus, you will provide a friendly and proactive service to customers and conduct an efficient handling of each query and advise customers of the consequent solution.

**KEY DELIVERABLES:**

<b>Key Performance Area:</b>	<b>Duties:</b>
ISP Management	<ul style="list-style-type: none"> <li>– Communicate with customers to confirm appointments and provide updates.</li> <li>– Handle incoming service inquiries via phone, email or chat.</li> <li>– Log fault tickets with ISPs and manage escalations to ensure timely resolution of technical issues.</li> <li>– Coordinate the landlord approval process for installations.</li> <li>– Conduct regular audits of ISP tracking sheet to ensure it is accurate and up to date.</li> <li>– Stay updated on industry trends and advancements in ISP technologies to enhance service offerings.</li> </ul>
Domain Management	<ul style="list-style-type: none"> <li>– Administer DNS (Domain Name System) using Cloudflare services.</li> <li>– Implement domain security measures such as DNSSEC (Domain Name System Security Extensions) to mitigate DNS-related threats.</li> <li>– Implement DMARC, DKIM, SPF, A Records, MX Records, CNAMEs etc.</li> <li>– Liaise with domain registrars to resolve any issues related to domain management.</li> <li>– Provide domain-related technical support, troubleshooting issues such as DNS propagation delays and domain configuration errors.</li> </ul>
Smartermail and Technical Support	<ul style="list-style-type: none"> <li>– Address user queries and provide/arrange technical support related to Smartermail.</li> <li>– Ensure documentation is kept current.</li> <li>– General systems administration and escalation where required.</li> </ul>
Website Management	<ul style="list-style-type: none"> <li>– Monitor website statistics and produce customer reports.</li> <li>– Conduct regular audits on website health checks.</li> <li>– Coordinate with technical teams to resolve website hosting issues.</li> </ul>



VoIP Management	<ul style="list-style-type: none"> <li>– Assist with sending QR codes for Linkus.</li> <li>– Handle inquiries related to VoIP services, features and troubleshooting.</li> </ul>
Documentation and User Management	<ul style="list-style-type: none"> <li>– Maintain documentation related to ISP management, domain registrations, and technical processes.</li> <li>– Manage user accounts and permissions for internal systems.</li> <li>– Ensure Smartermail videos and documentation for customers is up to date.</li> <li>– Ensure Linkus videos and documentation for customers is up to date.</li> </ul>
Customer Feedback	<ul style="list-style-type: none"> <li>– Provide regular updates to customers with faults logged.</li> <li>– Work closely with the Service Delivery team to ensure customer satisfaction at all times.</li> <li>– Ensure tickets logged by customers are kept up to date and loop is closed.</li> <li>– Log and document all customer interactions and issues in the ticketing system.</li> <li>– Ensure timely resolution of customer issues and queries.</li> <li>– Conduct follow-ups with customers to ensure satisfaction with the resolution.</li> </ul>
Ticket Management	<ul style="list-style-type: none"> <li>– Classify and prioritize incidents and service requests.</li> <li>– Escalate unresolved issues to higher-level support teams as necessary.</li> <li>– Track and manage incidents through to resolution.</li> <li>– Identify recurring issues and contribute to problem management efforts.</li> <li>– Ensure that our helpdesk system is always up to date.</li> <li>– Assist the technicians with updating their tickets logged.</li> <li>– Allocate technicians to tickets raised and ensure the technician calendar booking is always up to date.</li> <li>– Assist with the correlation of job cards, tickets, invoicing and technician work logs.</li> </ul>
Service Level Agreement (SLA) Adherence	<ul style="list-style-type: none"> <li>– Monitor and ensure all tickets are addressed within the agreed SLA times.</li> <li>– Report any breaches of SLAs to management and work to prevent future occurrences.</li> <li>– Provide regular updates to customers on the status of their issues in accordance with SLAs.</li> <li>– Monitor WhatsApp, Teams etc. to stay current on service delivery.</li> </ul>
Team Collaboration and Coordination	<ul style="list-style-type: none"> <li>– Work closely with other Technical Teams to ensure seamless service delivery.</li> <li>– Participate in team meetings and contribute to discussions on service improvements.</li> <li>– Coordinate with vendors and third-party service providers for issue resolution.</li> <li>– ISP Fault Logging and escalations of ISP requests.</li> <li>– Monitor of failed maintenance tasks and report on it.</li> <li>– Assist with monthly recons of services provided to customers.</li> <li>– Assist in onboarding new team members by providing training and support.</li> </ul>

### JOB REQUIREMENTS:

- Minimum of 3 years of experience in an administration role.
- Previous experience in a customer service role is preferred.
- Familiarity with internet service provider operations, domain management, and email hosting solutions is beneficial.
- Proficiency in basic computer skills, including familiarity with operating systems (Windows/macOS) and common office software (Microsoft Office).
- Strong organisational skills to manage multiple tasks simultaneously and prioritise workload effectively.
- Attention to detail to ensure accuracy in domain registrations, documentation, and billing processes.