Service Transition - Technical Administrator

**Reports to:** Manager Service Transition

**Employment Status:** Full-time

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| About Bendigo Telco: |  |

Bendigo Telco was created in 2000 by the Bendigo Bank and a broad group of large Bendigo businesses that wanted better access to telecommunications technology. Based on the ‘community banking’ model made famous by the Bendigo Bank – Bendigo Telco was conceived as a telco that would support the needs of the local community.

Over the last nineteen years, we have expanded from our presence in Bendigo to having offices right across Australia. Bendigo Telco is now a publicly listed company with a highly experienced board of directors and management team. We deliver a wide range of ‘telco’ services, but our focus is on the business sector. We implement Virtual Private Networks, Cloud Services and a broad range of telecommunications services leveraging the wholesale agreements that we have in place with Australia’s largest carrier service providers. Bendigo Telco is a division of the Bendigo Telco Group.

All staff at BT are potentially involved in direct dealings with customers, and may be engaged in delivery of service or support at customer premises, and as such, BT’s personal presentation standards apply to all positions.

At BT, we aim to deeply engage with our customers to forge strong relationships and create meaningful connections. So that we are not just a supplier of service, but an integral component of their business. All team members of BT are tasked with creating an environment that promotes an outstanding customer experience.

## Job Summary:

The Service Transition team is responsible for the management and delivery of our customer’s technical solutions. Service Transition work closely with customers and relevant stakeholders to ensure that services are delivered with care, precision and in a timely fashion.

The Technical Administrator is responsible for delivering technical services including but not limited to; Infrastructure as a Service, SIP, Managed Virtual Servers, Managed Firewalls, Managed VPNs and E-Solution products (Office 365, DNS hosting, domain hosting and SSL certificates).

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## Duties & Responsibilities:

**Service Transition:**

* Review customer orders and proposed solutions to ensure they meet the customer and business requirements.
* Ensure orders are accepted within specific timeframes and that services are accurately on-boarded.
* Correctly enter orders and manage them within internal ticketing systems and supplier portals.
* Configure and deliver technical solutions in an adds, moves and changes space.
* Engage with internal and external stakeholders to keep them well informed throughout the Service Transition process.
* Project manage the solution throughout the Service Transition phase, including the coordination of customers, third parties and technical staff.
* Work with the engineering teams to develop customer solutions and assist with the deployment.
* Undertake face to face and over the phone enquiries related to technical services.
* Establish and maintain documentation of customer’s solutions and contribute to Bendigo Telco’s knowledge base.
* Other duties as directed.

# Customer Experience:

* Live and lead a customer centric mentality.
* Utilise the correct business and customer engagement tools are implemented that support an outstanding customer experience.
* Generation of “customers as advocates” as measured by customer service surveys and customer feedback.
* Act as the advocate for the customer within Bendigo Telco.
* Work with your peers to minimise customer loss and churn.
* Achievement of any specific targets re: customer complaints & customer advocacy.
* Lead and coordinate great customer service and proactively monitor and resolve service delivery issues.
* Recognise potential problem areas whilst being proactive in developing solutions and monitoring outcomes.
* All other duties as directed.

# Competencies:

* Ensure that all data entry, service delivery, billing and customer communications are undertaken with care and exactness.
  + Ensure orders and tickets are managed as per business policies
  + Services are billed accurately and on-time
  + Create and maintain service data so it accurately represents the delivered service
  + Changes are to be thoroughly scoped to mitigate risks and negative customer impacts
  + Communications are appropriate for the target audience and free from spelling and grammatical errors
* Adhere to relevant policies, processes and procedures.
  + Follow Service Transition’s and Bendigo Telco’s policies, processes and procedures
  + Ensure services are delivered within Service Transition’s operational lead-times, and are delivered as per the set expectation
* Establish and maintain documentation of customer solutions and contribute to Bendigo Telco’s knowledge base.
  + Create and maintain customer technical documentation
  + Contribute to Bendigo Telco’s knowledge base by creating and updating articles (process, technical and support documentation)
* Ensure that conduct throughout the service delivery lifecycle adheres strictly to the principles and intent of the 8-Star Service Charter.
  + Live and breathe the 8 Star Service Charter/Platinum Service Promise in all internal and external dealings
* Constantly advance skills and maintain in-depth knowledge of the Bendigo Telco product suite.
  + Be familiar with all relevant products, pertaining to new requests, modifications and cancellations
  + Understand the product holistically. Understand products technically, related processes/procedures, service structure and be able to troubleshoot issues

# Key Selection Criteria:

* Proven experience in networking (including switch and router configuration) - installing, managing and maintaining.
* Experience in server operating systems (Windows and Linux) – installing, managing and maintaining.
* Experience in administering virtual environments
* Established customer service skills and the ability to provide an outstanding ‘Customer Experience’.
* Experience in IT service delivery and ability to engage with multiple stakeholders.
* Documentation skills in a technical, project and process space.
* Proven ability to work in a fast-paced environment that involves frequent change.
* Proven ability to work effectively on multiple projects and self-manage workloads.
* Excellent written and verbal communication skills.

**Behaviours**

* Attention to detail
* Trustworthy and honest
* Initiative
* Urgency
* Accountability
* Adaptability
* Communication
* Customer Focus
* Quality Focus
* Inclusiveness
* Knowledge Building
* Team Focus
* Leadership

# Qualifications & Experience:

* Tertiary qualifications are desirable.
* Any form of industry certification e.g. Cisco, Microsoft, Red Hat or VMWare are highly desirable.
* ITIL Foundation certification is desirable.
* PRINCE2 certification is desirable.
* Minimum of 2 years industry experience is mandatory.
* Telecommunication industry experience is highly desirable.
* Current Victorian driver’s licence is highly desirable.

## Special Requirements:

* Offers of employment are subject to the candidate undergoing a successful police check.

## Authorities

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| Employee Name |  |  |  |
| Employee Signature |  | Date |  |
|  |  |  |  |
| Next Level Name |  |  |  |
| Next Level Signature |  | Date |  |
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