



# Technical Support and Implementation Engineer

## *Reporting to Support Manager*

### **Roles & Responsibility**

- Provide 1<sup>st</sup> line support for all of Packet Medias products
  - Log fault, symptoms and provide fault reference number
  - Investigate symptoms to diagnose cause of fault
  - Take action to resolve fault
  - Test to confirm fault resolved
  - Update fault management system
  - Provide customer updates within SLA
  - Escalate faults as required
  - Provide customer support within contracted periods
  
- Carry out Site Survey on customer site
  - Visit site to assess installation requirements
  - Highlight any possible installation problems
  - Define connectivity requirements
  - Establish on-site contacts
  - Complete Site Survey document with customer
  - Define customer tasks to be completed prior to installation date
  - Give a professional impression of Packet Media
  
- Implementation
  - Stage and configure system to documented requirements
  - Arrange install date/time
  - Ensure customer tasks are completed
  - Install system
  - Carry out system testing
  - Carry out customer handover and complete system sign off
  - Document Remote access details and update Sugar with Serial numbers
  
- Test & develop new products and services
  
- General
  - Provide internal IT Support as and when required
  - Provide support and assistance to other Packet Media team members