



## Job Description: NZ

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**POSITION TITLE:** Customer Support Agent – Tier 1

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**REPORTS TO:** Technical Support Manager - New Zealand & Australia (TSM)

**DATE:** September 2017

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**SCOPE OF THE ROLE**

EROAD currently operates a help desk from 7:00 am until 7:00pm (Mon – Fri) and 7:30am - 4pm Saturday. EROAD is at a stage where the Technical Support team will be operating extended hours in the near future as our customer base in different regions increase.

Encompassing this is the need to expand the Technical Support team so as to better service the growing customer base. This particular position is 40 hours on a fortnightly rostered basis Monday - Friday and the successful applicant will be required to diagnose and investigate incoming audits, assist installers and customers with their hardware and software.

Summary

You will be a key member of EROAD's Technical Support Team by

- Supporting the delivery of a professionally managed, efficient and effective Technical Support service to our customers, dealers and installers.
- Working closely with the Customer Relationship Manager of each customer and providing the customer with regular feedback on opened cases.
- Providing training to our customers by phone and email
- Working as an active and constructive member of the EROAD team.
- Helping create a culture within EROAD that is productive, open, honest, professional, innovative, friendly and sustainable.

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**RESPONSIBILITIES**

Customer Support Tier 1 - Tasks and Responsibilities.

This is an important part of the support offered to our customers, dealers and installers, there is never a dull day!

- Deal directly with customers, installers and dealers either by telephone, electronically or face to face.
- Provide initial Depot training to all new ANZ customers when their first unit is installed
- Respond promptly to customer inquiries.
- Obtain and evaluate all relevant information to handle inquiries and issues.
- Log and manage requests and unresolved issues.
- Manage EROAD's fault resolution process and complete audit reports for units that report fault conditions. Record details of actions taken.
- Identify and escalate situations requiring urgent attention with clear and concise notes.
- Proactively follow up on escalated cases so that you can provide regular feedback to the customer.
- Stay current with system information, changes and updates.



	<ul style="list-style-type: none"><li>• Communicate and coordinate with internal departments.</li><li>• Provide a complete and professional experience for all customers.</li></ul> <p><u>Testing New Features</u></p> <ul style="list-style-type: none"><li>• To be an asset in the Customer Support role we have determined that a small exposure to testing new features allows a greater level of assistance being given to enquiries.</li><li>• You will be required to complete Operational Acceptance Testing of our software on a regular basis</li></ul>
<b>COMPETENCIES</b>	<p><u>Essential Skills for this high performing role</u></p> <ul style="list-style-type: none"><li>• Mechanical background or prior experience in the trucking industry preferable</li><li>• User experience focus. Able to champion a business and user's view.</li><li>• Adaptable</li><li>• Highly organised with an eye for customer critical details coupled with a strong sense of urgency.</li><li>• Skilled problem solver, with structured work processes.</li></ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"><li>• Good Interpersonal and communication skills (verbal and written)</li><li>• You must have a good sense of humour and be prepared to get stuck in at times as the company continues to grow at a rapid pace.</li></ul>
<b>REQUIRED EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Three years or more in a help desk role in a fast moving technical environment.</li></ul>

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.