



Job Description: NZ

POSITION TITLE: Tier 3 Technical Support

REPORTS TO: Technical Support Manager –New Zealand & Australia

DATE: 14/7/2015

SCOPE OF THE ROLE

This position sits within the Technical Support department and reports to the Technical Support Manager (ANZ). The role will be involved in resolving Tier 3 customer requests and providing analytical and bespoke reports.

We are looking for someone who is hands on, familiar with electronic devices, networks, databases and software development. You'll develop a working understanding of the place where user expectations and the technical capabilities of our products meet to provide value and a positive user experiences for our customers.

Working within a small team but with many stakeholders across multiple development teams you will use a collaborative approach problem solving.

You will, in the short term, be providing Tier 3 support to the US Technical Support team until a US Tier 3 team is set up and fully functioning, in addition to the ANZ team. We expect this to take place towards the end of 2016.

RESPONSIBILITIES

Responsible for taking ownership of issues escalated from Tier 2 Technical Support investigating their root cause, advising on and taking steps to resolve them, and verifying that the problems are solved within agreed timeframes.

Tier 3 Issue Resolution

- The escalation point for Tier 3 issues being escalated from Tier 2 Technical support staff
- Responsible for reproducing and confirming product defects and reporting such defects to Engineering and Product Management for future consideration
- Solving customer and related issues raised from Tier 2 support teams
- Identify database, vehicle hardware and Depot SaaS issues
- Ensuring that assigned problems resolved to committed deadlines
- Providing regular updates on the progress of escalated issues to Tier 2 Technical Support and, where applicable, the customer

Problem Management

- Diagnose root-cause of issues
- Analyse, recommend and implement preventative measures
- Selective escalation to Engineering and Product Managers for product bugs, UX issues, missing help etc. and tracking and reporting on the progress of escalated issues.

Analytics

- Regular internal reporting on Issues and Problems



	<ul style="list-style-type: none"> • Ad-hoc and regular Customer reports • Regular maintenance of issue and problem knowledge database in Confluence <p>Knowledge Sharing</p> <ul style="list-style-type: none"> • Building and sharing the T3 Support Knowledge Base • Training and upskilling Level 1 and Level 2 staff
<p>COMPETENCIES</p>	<p>You need a range of skills for this position. Ideally you will hold the following competencies:</p> <ul style="list-style-type: none"> • Strong, self-directed problem solving ability; clearly defining problems, analysing data, establishing facts and drawing valid conclusions • Methodically resolve the more difficult and complex production issues reported by customers • Knowledge of C, Java, or C# would be advantageous • Able to work with Databases, design SQL queries, provide reports & analytics • Understanding of the software product development and maintenance lifecycle • Follows technical support business processes and provides input into their improvement
<p>PERSONAL ATTRIBUTES</p>	<p>Autonomy</p> <ul style="list-style-type: none"> • Commits to action and gets things done. Demonstrates a focus on outcomes and results. Accepts personal responsibility for accurate completion of work and seeks advice where necessary. Manages assigned workload in an efficient manner <p>Communication</p> <ul style="list-style-type: none"> • Communicates and delivers messages and information clearly, concisely and accurately. Proactively keeps self and others well informed on work progress and issues. Listens, speaks, writes and questions according to the needs of individuals or the audience. Conveys ideas, viewpoints and arguments successfully to individuals and groups. Highly collaborative. <p>Learning</p> <ul style="list-style-type: none"> • Absorbs, develops and applies new skills. Seeks, values and acts upon constructive feedback. Seeks and takes advantage of opportunities for learning and applies new knowledge and ideas. <p>Empathy</p> <ul style="list-style-type: none"> • Can adopt the perspective of the customer and puts customer experience at the centre of focus
<p>REQUIRED EXPERIENCE</p>	<p>While highly desirable, you do not need to have a degree in Computer Science or Electrical Engineering for this role – but it is essential that you have solid commercial experience in at least a couple of the following:</p> <ul style="list-style-type: none"> • ITIL • Firmware and Software • Database Management



- Electronics
- Technical Support
- Any experience in GPS would be advantageous
- Transport Industry experience a plus
- Experience utilizing debugging tools and lab simulations to analyse problems and identify solutions.

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.