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**JOB TITLE** Customer Solutions Support

**DATE** 26/10/20

**REPORTS TO** Customer Solutions Manager

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**LOCATION** Redcliffe, Brisbane, Queensland

## JOB DESCRIPTION

### Purpose of role

Provide basic technical customer solutions support to both the JESI internal team and to external customers.

### Main duties and responsibilities

- Assist internal team with setting up devices with respective applications to include Mobile, computers, Ipad
- Support and maintenance of internal SAAS software services relating to areas of business that do not require the JESI Technical/Development Team
- Provide support to external customers and at times troubleshoot

### Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

### Qualifications

- N/A
- *Genuine interest and desire to work in a technical environment*

### Experience

- *Customer Service experience both face to face and over the phone*
- *Demonstration of great problem solving and resolution*
- *Basic SAAS technical experience ie app installation*

### Knowledge

- *Basic SAAS*
- *Microsoft suite of products*
- *Google Gsuite*

### Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service, phone and face to face.
- **Communication:** the ability to communicate clearly, ask questions

- **Proactive:** ability to identify improvements to process or as identified. Willing to learn and go beyond what is expected.
- **Attention to detail:** excellent attention to detail
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within the time frame given, and carry out administrative duties within the portfolio in an efficient and timely manner.

**Personal attributes**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

**Other**

- There will be a requirement to operate after hours and weekends to provide external customer support.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

**[Click here to Apply for this role](https://forms.gle/A31QMvkqcbgeYJRX6)**

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