

## *Customer Support Centre (CSC) Advocate*

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers. What's our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience. "We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

### **POSITION OVERVIEW**

The CSC Advocate provides best in class customer service and technical support to Pinnaca clients using our video conferencing and collaboration services. Demonstrating exceptional customer service skills (presentation, written and oratory) and a commitment to deliver optimal customer experience; the position provides user support by diagnosing, isolating and resolving any technical issues and queries encountered by our customer base across our visual collaboration products. The position also involves the technical set up and "launching" (connecting) of Pinnaca clients' conferences across our various platforms. The CSC Advocate receives direction from the CSC Team Lead, and will partner with our team of Customer Service Managers, as well as technical resources to provide customers with industry leading service and support.

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## **MAJOR DUTIES AND RESPONSIBILITIES**

- Deliver best in class customer experience with dedication and enthusiasm
- Be the SME (Subject Matter Expert) within the global team for Cisco WebEx and Cisco Spark
- Meet and exceed Service Level Agreements for respective customers
- Provide initial technical support for customers to resolve their issues
- Execute managed video and multimedia conferences over a complex global service network
- Diagnose, isolate and report issues with the Pinnaca video, voice and data equipment in accordance with established Key Performance Indicators (KPIs)
- Assist with the development of call scripts and process documentation used for client service delivery and training
- Open / close detailed cases (trouble tickets) in CRM system for all reported / observed network impairments and client issues, in accordance with established KPIs
- Present a positive and empathetic demeanour in dealing with all customer issues – ensuring all interactions with customers demonstrate a customer-focused attitude
- In accordance with ISO27001, you are required to abide by our security policy
- 24/7 Global Support – current UK shift 6am-6pm (Mon-Fri) / weekend 8am-4pm (Sat-Sun). 8 hours shifts will need to be covered within these hours on a rotational basis (40 hrs per week)

## **SKILLS REQUIRED**

- Excellent customer issue resolution capabilities
  - Demonstrated technical, IP network and general problem solving capabilities
  - Knowledge of visual collaboration networks is an asset
  - Knowledge of complex computer systems and basic IP networking
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- Basic knowledge of video conferencing infrastructures and Voice technologies
  - Strong general computer and MS Office skills
  - Proficiency in English language required, additional languages are an asset

### **PERSONAL ATTRIBUTES**

- Exceptional customer rapport and relationship development capabilities
- Professional demeanour, strong interpersonal skills
- Independently motivated, focused and driven to achieve desired performance
- Team player, works collaboratively with peers achieving excellence together to deliver KPIs
- Highly organized, proficient in coordination and multi-tasking
- Ability to take personal initiative
- Punctual

### **EDUCATION AND EXPERIENCE REQUIRED**

- 2+ years providing support for the Cisco WebEx product is mandatory
- 2+ years in a helpdesk supporting visual collaboration products is preferred
- 1+ years experience of supporting Cisco Spark is preferred
- Previous customer service experience is mandatory
- Previous technical support experience is an asset
- Basic skills in Microsoft Office

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Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_