



Technical Support Advisor

The Phone Co-op is part of COOP Midcounties (Winner 2018 Co-operative of the Year)

Up to £20k per annum

Permanent, full-time

Manchester City Centre

Are you ready to progress your career in a high demand, high reward environment? Due to business growth and ongoing development we're hiring a new Technical Support Advisor for our Manchester team, based in the heart of Manchester City Centre and close to the bustling Northern Quarter.

We promote internally based on merit and have a history of our Technical Support Advisors progressing to team leads and managers.

What you'll be doing

As Technical Support Advisor you will provide guidance and support to customers/members on Technical Support related queries. Delivering excellent customer service and a first-time fix. Sharing best practice and working with the Technical Support team to improve the service we deliver. As a member owned co-operative it's essential that we provide exceptional customer support to our members.

Key Responsibilities

- To handle telephone, email and postal inquiries from existing customers in a professional but friendly way ensuring customer needs are met.
- Understand customer needs and identify the root cause of any faults with the service.
- To identify and rectify faults, liaising with our suppliers and other department members.
- Ensure effective and timely communication is maintained with the customer throughout the life of faults.
- Identify customer delivery issues during the fault cycle and escalate appropriately.
- To maintain up-to-date and accurate customer information.
- To provide support to our customers via the Live Chat service on our website.
- To communicate with our suppliers in order to swiftly resolve any customer faults/issues


Previous Experience Required

Knowledge of Telecoms both fixed and mobile is required; in particular MPLS, ADSL and VDSL, email clients and servers, POP/IMAP, wireless configuration and knowledge of Windows/Mac, IOS/Android. All our advisors have a good understanding of networking, wireless, Ethernet, ping, traceroutes, general telecoms knowledge, how to set up a router and mobile.

- Experience of mobile diagnostics and repairs.
- Experience of dealing with customers over the phone, live chat, email & video calling.
- Good administrative skills
- Good written and spoken English, including excellent telephone skills.
- Good knowledge of customer care processes and the ability to learn new methods

There is a good work life balance at The Phone Co-op, plus generous pay and conditions with a friendly, supportive team. If you're willing to learn, we're happy to teach and help you progress your career in the telecoms industry.

Apply today by emailing your CV to mathew.zygadlo@thephone.coop or calling 01608 434 040.

Average Customer Rating: ★★★★★ 4.3/5 | **feefo** 
Independent Service Rating based on 160 verified reviews. [Read all reviews](#)

