

Ontrack Job Description

Ontrack Application Support Engineer

Hours: 7am – 4pm, Monday - Friday

Reports to: Project Manager

Overall purpose of the job

The Ontrack Application Support Engineer will assist Ontrack's customer base by providing first line support for each application within the Ontrack family. Working with the Ontrack team they will deal directly with end users, answering their questions about Ontrack's applications and resolving their technical problems.

The engineer will also work with the customer/client to develop and manage Ontrack's fault escalation and resolution process. When not providing support to Clients, the engineer will also perform a number of administrative tasks related to their support role.

Key Responsibilities

User Support

- Provide application support to all Ontrack system users.
- Manage the ticketing system, responding to tickets within defined SLA timescales and managing through to resolution.
- Respond to customer support requests (phone and email).
- Create and maintain the Ontrack support site / knowledge base.
- Provide ongoing system user maintenance as required.
- Create and maintain Client Questionnaires within Ontrack.
- Ongoing maintenance of Customer configuration within the Ontrack application.

Fault Escalation

- Manage the availability of the Ontrack application across all platforms
- Manage and escalate any system outages
- Document any outages and ensure that documentation is managed and kept in good order.

Customer Implementation

- Arrange deployment of the Ontrack Mobile app to relevant users in customer organisations.
- Work with the MIS team to set up the Ontrack reporting portal for new customers.
- Provide go live support to new customers. This may, on occasion, be required to be on site.

Training

- Ongoing maintenance of training materials in our Knowledge base for e-learning delivery.
- Create supporting documentation for new functionality introduced to the Ontrack products.
- If required, create bespoke versions of training modules for larger customers.





Administrative Tasks

- Logging and reporting on the Ontrack team's time resources.
- Preparing monthly reports on support statistics from our ticketing portal.
- ISO Certification support.

Communication & Other Duties

- Develop good inter-personal communication with customers.
- Deliver a high quality of problem solving and debugging skills.
- Ability to pick something up quickly, develop productively and produce optimised working designs to a short deadline.
- Attend Ontrack meetings as required, ensuring active participation bringing issues, proposals and resolutions to the table.
- Provide excellent communication ensuring business end users are kept fully informed at all times.
- When required, support other Ontrack colleagues with work priorities, such as Application Testing and Project Administration.

Safety, Health, Environmental:

- Follow safe systems of work at all times.
- Take all reasonable steps to uphold the environmental values of the company.

Quality & Productivity:

- Always endeavour to perform your duties in a way that maximises efficiency and productivity.
- Effectively communicate with fellow colleagues, members of the public and our clients in a courteous and respectful manner.
- Act in a professional manner at all times to ensure the good reputation of Ontrack.

Person Specification

Personal Attributes

[E] = Essential [D] = Desirable

Experience

Previous experience of providing application support, and troubleshooting IT and software issues with users [E]

Ability to deliver training sessions [D]

Knowledge

Understanding of how IT Ticketing system such as Zendesk or Freshservice operate [E]

Knowledge of Amazon Web Services [D]

A good general understanding of software and development concepts [D]

Skills and Abilities

Able to confidently communicate with customers, understand their technical problems and guide them towards solutions. [E]

Able to analyse processes and implement continuous improvement [E]

Excellent interpersonal skills [E]

Excellent organisational skills [E]

Strong analytical, problem-solving, and numeracy skills [E]

Able to work under pressure, under own initiative and effectively manage own time and priorities [E]

Able to show attention to detail [E]

Able to work effectively individually or in a team environment [E]

Able to communicate effectively at all levels across the organisation [E]

Qualifications

Educated to A-level standard or equivalent [E]

University degree or equivalent higher education [D]

Job Description updated and issued – Dec 2022





I acknowledge receipt of the above Job Description and Person Specification and I confirm I have read the contents and agree to abide by the above

Name:

Sign:

Date:

Document Control

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Approved by: HR,

Author: SHB,

Owner Dept: HR

