



Job Title | **Technical Care Advisor**

VoCoVo Company Overview

Every day, 50,000 people in 5,000 locations are doing business using VoCoVo technology. Our devices connect and deliver technology to deskless and remote workers.

VoCoVo is a leading voice & technology Challenger brand – many of Britain’s biggest household names rely on our voice communication technology to connect their workforces: Tesco, Co-Op, TK Maxx, Primark. We work with big names, but we operate a lean team. 50 of our 80 employees work in Research and Development, leading the way in developing voice-activated software for business.

We’re now ranked 5th in the Sunday Times Tech Track 100. We know we can better that.

Our year-on-year growth has been exponential, up 2,500% in the last 4 years. It’s still accelerating. We can better that too. In 2021 our ambition is to expand further into the European and North American marketplaces. We’re ambitious. We like a challenge.

We have created the role of Technical Care Advisor to coordinate and manage end-to-end customer and partner technical support. Someone who can liaise successfully with our clients to resolve issues via phone or ticket management, but who also possesses excellent system diagnostic skills.

You will be an experienced professional looking to join a company which will enable you to achieve a personal best, as well as a company best. We will back those who challenge us and in return we take care of their personal welfare and wellbeing.

We offer challenge, autonomy, personal growth, reward.

We require commitment, high performance, integrity, personal responsibility.

We are seeking a Technical Care Advisor who can match our game – and raise it.

Strongbyte Solutions trading as **VoCoVo UK**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

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Purpose of the role

- The role of Technical Care Advisor is business-critical to our 2021 expansion plans. Reporting to our Head of Customer Service, you will provide comprehensive and highly responsive technical support to our customers and partners via phone, email and Hubspot tickets.
- You will be able to analyse and resolve all levels of tickets – from simple headset replacements to head-scratching complex technical issues. As a proactive problem-solver, you will regard obstacles as challenges and catalysts for leading change.
- As well as being a techie at heart, you will be 'people first, process second' when liaising with clients to reassure and swiftly resolve issues when things don't go according to plan!

Accountabilities of this role

- Provide full technical support to our customers and partners, resolving some tickets yourself and also assigning other tickets to team members according to their areas of expertise
- Manage the ticket workflow end-to-end, from creation to closure
- Take full ownership of ticket reporting. Create weekly Hubspot reports for the Customer Relationship Manager, flagging possible bottlenecks and heads-ups on customer impact.
- Identify any weaker areas in the team and know how to address them with additional team training
- Maintain VoCoVo Care support documentation, records and logs
- Oversee Warranty Returns triage and admin support
- Provide out-of-hours support (on rota) as required for rollouts and pre-booked engineer visits. Cover all areas of VoCoVo Care as required i.e. during peak periods, holiday or sickness cover

What does success look like?

- Resolve 90% of customer queries and tickets first time using KB or Portal
- Ensure Customer Care tickets are managed to the agreed SLA
- Manage the ticket workflow so that tickets are correctly assigned, warranty returns triaged and logs updated in the agreed timeframe
- Be fully conversant with all business-critical Technical Care processes and able to pick up any ticket to cover a colleague if necessary

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VocoVo

- Ensure all records and logs are up to date with a summary page
- Review, update and maintain support documents for accuracy.

Skills and qualifications required

- Experienced technical problem solver. Possess an analytical mind and take a proactive approach to problem solving
- Confident decision maker and implementer
- Highly customer-focused, a powerful communicator
- Leadership experience with teams
- Comfortable working in an agile, collaborative team environment
- Strong organisational skills and excellent attention to detail.

Nice-to-have skills and qualifications

- Experience in warranty processes
- Experience in training support

What we can offer you:

- A truly unique challenge in one of the UK's fastest growing tech companies
- Lots of personal career opportunities as we scale up
- A future-facing business with the goal of becoming a Times Top 100 Company
- Team culture with an employee-wide bonus scheme linked to annual results
- A sector where you will see the outcomes of your work at use in everyday life

The Package

- 25 Days holiday + bank holiday
- Contributory pension scheme
- Life assurance & Private medical insurance
- Employee assistance programme
- Free on-site company parking
- Cycle2Work scheme
- Enhanced maternity & paternity package
- Training & development

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