
Job Title: 1st Line Cloud Services Technician

Department: Cobweb Support

Reporting to: 1st Line Support Team Leader

Date: April 2025

Team Purpose

Responsible for providing Cobweb's Microsoft Office 365 and Cloud services customers with best-in-class technical support. Using advanced troubleshooting techniques to help identify issues and provide best practise advice and guidance to resolve incidents. Delivering excellent customer support experiences via proactive and effective communication skills.

Role Purpose

A Cloud Services Technician is responsible for managing and maintaining customer support tickets within agreed Service Level Agreements and KPI's by effectively responding to Incidents, Service Requests and Service Orders.

The role will provide both reactive and proactive telephone, email and remote desktop support and look to find ways to reduce incident management through automation, remediation and importantly by providing regular and proactive customer ticket updates.

Ideal Candidate

A Cloud Services Technician will be able to utilise available tools, knowledge and the teams around them to help identify solutions to resolve customer support issues. A Cloud Services Technician will also be able to apply their service knowledge to help capitalise on opportunities where additional Cobweb services would enhance a customer's experience, increase productivity and maximise the value of Cobweb's portfolio of cloud services.

This full-time role is subject to a core hours rotating shift pattern, located at our Head Office in Fareham. On occasion you may be required to travel to industry or company events, client sites or other company offices.

Role Dimensions:

Financial:

Commercially aware when engaging with customers and members of the team.

Process Management:

Adhere to ISO9001 and ISO27001 compliance guidelines and follow published processes. Identify areas of breach, for example reaction to incidents or threats and assist in improvement and coaching of department processes. Follow all operational working practices as instructed.

Working Relationships:

Internal: All teams, including Managed Services, Professional Services, Finance, Sales and Marketing.
External: Current and prospective Customers, Third Party Vendors and Suppliers, Stakeholders, Partners and any applicable Legal Bodies.

Primary Role Accountabilities - 1st Line Cloud Services Technician:

1. Technical Support: Primary point of contact for all inbound technical support calls and emails, undertaking the initial triage and assignment of Cases to deliver a professional customer service experience in a timely manner and within SLA and business KPI's. 100% focused on customer support calls and emails by providing proactive responses and customer updates, managing any resulting Incidents, Service Requests, Orders and escalations in line with the Incident Management and Request Fulfilment processes within the department.

2. Order Management: Accountable for processing in life licence additions/upgrades/downgrades/orders placed via our Control Panels; delivering an efficient and professional service within SLA and to business KPI's. Actively monitor and troubleshoot failed orders to apply known fixes and escalate outstanding issues within a timely manner. Recommend and implement changes to continually improve the in-life customer ordering experience.

3. Service Requests: Accountable for proactively managing customer enquiries by identifying and creating relevant documentation to support a self-help environment via the internal and external Knowledge Bases. Identify, create and implement education and training for both internal and external customers ensuring these are delivered in a clear and concise manner and are repeatable. Ensure all training material is maintained and kept up to date.

4. Escalation Management: Accountable for the management of escalations and delivering them within an appropriate timescale, delivering excellent customer communications and completing all relevant escalation checks. Coupled with identifying opportunities for improvement including team knowledge gaps/training requirements or observed trends, actively supporting the corrective actions identified. Escalates professionally to 2nd Line Support as appropriate. Only hands over Cases if there is potential to negatively impact the customer experience. Where feasible 1st Line Support should aim to maintain ownership of Cases - troubleshooting and managing through to resolution.

5. Customer Experience: Delivering proactive, reactive and in life service management to achieve excellent customer service and satisfaction levels through advice, updates, guidance and technical support within agreed SLA's and business KPI's. Promote a professional customer experience by continually reviewing, recommending and implementing opportunities for improvement to protect and enhance the customer experience. Driving improved customer satisfaction by handling Service Requests and Incident Requests

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with a key focus on achieving First Response SLA's and progressing the workload on a priority severity and SLA driven basis.

6. Customer Data: Accountable for delivering customer data integrity and accuracy by accurately logging Cases via the company CRM, setting an example through proactively reviewing and updating customer information and influencing colleagues to improve the current practice, thereby facilitating efficient resolution timescales and accurate reporting media.

7. Communication: Promote and deliver professional and clear communications internally and externally to customers by creating, standardising, proofing and implementing scripts/templates/instructions to drive increased customer satisfaction. Displays a confident communication style to ensure customers are supported within the remit of their assigned Cloud Support package.

8. Processes: Adhere to and promote the appropriate use of all relevant processes and work instructions relevant to the role. Identify opportunities for process improvement and assist in the implementation as appropriate and provide any supporting documentation and training programs to drive the delivery of service excellence. Proactively use available resources and escalate to 2nd Line Support to help validate all troubleshooting steps and appropriate knowledge gathering has taken place before escalating Cases, including to third party vendors.

9. Knowledge & Learning: Keep up to date with technologies relevant to the role and Cobweb's Cloud Service offerings. Demonstrate an aptitude and commitment for technical learning, achieving and maintaining all current vendor qualifications and certifications required for the role. Actively increase knowledge and promote knowledge sharing through research, available training material/sessions, knowledge articles and discussions. Utilise available tools to proactively share information/knowledge and take part in delivering solutions and supporting the team in the day-to-day role. Drive the credibility of the Knowledge Base by reviewing, updating and adding relevant articles to deliver a comprehensive knowledge library to support customer self-service.

10. Time Management: Ensure that personal and team priorities are delivered within KPI and SLA's including your workload, ad-hoc tasks, any project commitments and knowledge sharing to sustain high levels of customer satisfaction and team improvements. Commercial awareness of customer segmentation, prioritising Case progression accordingly with an SLA driven time sensitive approach.

Required role behaviours:

1. **Customer advocate:** Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their interests and development. Quickly builds rapport and easily establishes relationships.
2. **Committed to providing a quality service,** maintaining high standards, methodical, accurate and displays a high attention to detail.
3. **Team working:** Fits in with the team. Develops effective and supportive relationships with colleagues, is considerate towards them and creates a sense of team spirit.

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4. **Using initiative:** Takes responsibility for own actions and makes decisions without referring to others. Acts on own initiative and is accountable for own actions, following issues through to resolution.
 5. **Problem solving:** An aptitude for problem solving with a structured approach. Identifies faults and their causes. Generates workable solutions and makes rational judgements.
 6. **Communication:** Confident and professional with good interpersonal and communication skills. Reacts well to change, stays positive despite challenges and thrives in a high growth fast paced work environment.
 7. **Reliability:** Is reliable; follows direction from supervisors and respects policies and procedures. Shows commitment to the organisation and thoroughly completes tasks.
 8. **Resilient:** Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.
 9. **Organisation and time management skills:** strong organisational and time management skills, combined with high integrity to ensure all promised customer commitments are delivered. Organises own time effectively and creates own work schedules. Prioritises and prepares in advance.
 10. **Learning Skills:** Commitment, curiosity and enthusiasm for learning new skills and acquiring new knowledge to pursue personal and professional development.
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Qualifications, Experience, Knowledge and Skills - Essential for 1st Line Cloud Services Technician:

1. Must have one of the following:
 - a. BTEC Level 3, T-Level or A-Level in IT/Computing/Digital or equivalent (for example, Advanced Level 3 IT Apprenticeship).
 - b. CompTIA A+ or equivalent.
 - c. Relevant degree in ICT.
 - d. Microsoft qualifications equal or above Fundamentals level, particularly in M365 or Azure.
 - e. 12 months relevant experience working in a similar role.
 2. GCSE Maths and English, minimum level 4 or grade A to C (or equivalent).
 3. Demonstrable interest in IT with an aptitude for technical troubleshooting.
 4. Able to demonstrate strong written and clear verbal communication skills.
 5. Able to demonstrate excellent organisational and time management skills.
 6. Excellent customer service skills for both internal and external customers.
 7. Good organisational skills and time management practices, working well in a team environment.
 8. Good working knowledge of IT concepts and architectures.
 9. Taking ownership of issues from reporting through to resolution.
 10. Experience of using and troubleshooting recent Microsoft operating systems.
 11. Within 12 months in the role achieve and then subsequently maintain all current vendor qualifications and certifications required for the role.
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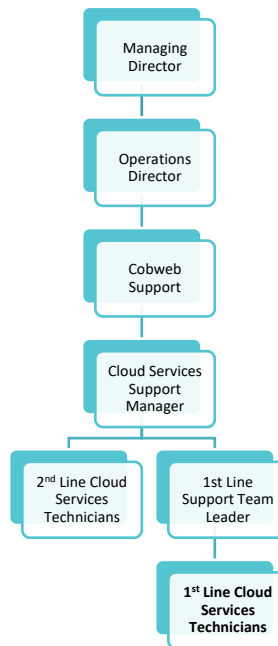
Desirable:

1. 12 months or more work experience in a technical/service transition role supporting cloud services.
 2. 12 months or more customer facing work experience (either face to face or remote)
 3. Experience of using and troubleshooting Microsoft Office 365 client applications.
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4. Knowledge and awareness of 3rd party vendor cloud services (e.g. Acronis, Mimecast etc).
5. Certified in (supported) Windows Operating System(s).
6. Experience in problem management and change/release management principles.
7. ITIL Foundation certified.
8. Advanced working knowledge and troubleshooting capabilities of Microsoft 365 and relevant client software.
9. Advanced working knowledge and troubleshooting capabilities of recent Microsoft desktop operating systems.
10. Understanding of Azure, including management and support.
11. Experience of using a Customer Relationship Management system.
12. Awareness and experience of using Remote Management and Monitoring tools.
13. Up-to-date Microsoft qualifications equal to or above Fundamentals level particularly in M365, Azure or Teams.

Organisation Chart



The Support function within Cobweb is business critical; this role profile is open to review at regular intervals to ensure it stays aligned with the business strategy and on-going goals.

Role Profile Acceptance:

Employee:

Date:

Line Manager:

Date:

HR Department:

Date: