

Customer Service Technician - Woking

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Company: DIGITAL REALTY

Location: United Kingdom

Category: office-and-administrative-support

Your role

Summary

The Customer Service Technician (CST) is responsible for carrying out Service Requests, which could be remote hands services for customers, cross-/disconnects, and elements of customer implementations.

Key Roles & Responsibilities & Responsibilities& Responsibilities

Provides technical customer service support and carries out operational technical interventions requested by clients (., Hands & Eyes, Cross/Disconnects) which can include direct contact with customers

Monitors and documents customer services provided by external providers and accompanies customers who request access to Digital Realty's centralised patching room.

Support Service Implementation activities, under the coordination of the Service Design & Implementation Engineer/Manager

Execution of migration activities (labelling, installation, documentation, and testing).

Execution of operational tasks regarding incidents and problem management

Potentially guidance and support of more junior colleagues

Informs clients, Customer Service Planning, and the potentially ECSC about progress in interventions and the delivery of any value-added services, follows up on customer

termination requests and questions.

Records the intervention in a local report for the Data Centre Manager and Senior Site Engineer Manager and provides feedback to the Customer Service Planning team.

What you'll need

Vocational or Bachelor level qualification of a technical nature (qualified electricians are a distinct advantage)

Construction Skills Certification Scheme certification or similar demonstrating that you have passed the relevant Health and Safety tests (desirable but not essential)

3-5 years of previous relevant experience as a technician in Telco, IT, or DC background (preferred but not essential)

Experience with networks desired but not essential

ITIL and/or Service Now Experience is preferred but not essential

Experience working in a client-facing data centre

Demonstrable knowledge of data installations and terminations

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