



Job Description

This job description is not prescriptive and, as always, TOCC encourages and welcomes initiative, discussions and suggestions from employees.

Job Title: IT Support and Training Role

Responsible to: Dev Manager

Objectives: To provide support to the IT team and the wider business, helping us to develop and maintain our first rate booking software (called tabs) - and learning lots of new skills and gaining good job experience along the way.

Responsibilities:

1. Learning how our in-house booking software works and providing training and support to our regional brands and other businesses that use it.
2. Providing excellent customer service through telephone, email and on-site support.
3. Providing support on IT projects, including putting our customers on our new API, helping at our customer conference and set up/ training for new customers.
4. Helping maintain and manage our tabs ticket system – which is the system used for all issues raised and workflows for developers
5. Assisting developers by providing them with suitable information – for jobs they need to do
6. Liaising with local offices and other businesses on tabs use/training
7. To ensure TOCC is represented in a positive and professional manner to customers, enquirers, homeowners, suppliers and visitors and any other person who you may come into contact with in the office or elsewhere on the company's business.
8. Following company procedures as shown in the Staff Handbook and adhering to company and/or Health and Safety rules, regulations and legislation and being aware of the discretion required for the position.
9. Using discretion when dealing with the company's affairs and respecting the privacy of individual employees.
10. And the most important one... to carry out any reasonable task as required by the company from time to time!

Person Specification – IT Support and Training Role

This job would be suitable for anyone with passions for both customer service and IT. You need to have a good eye for detail and be very thorough, as well as calm under pressure and proficient with computers.

You will be using our tickets system, phone system and computer session viewing software to provide support and training to our business and other businesses who use tabs. We will be giving training on all of these, the main thing is that you are able to pick things up quickly and learn new skills - a learning and progressive attitude is just as important as anything else.

You must also have an eye for detail, as well as enjoy seeing projects right through until the very finishing touches are completed. We want you to be an excellent communicator and enjoy supporting, helping and working with other people.

We don't ask for much, do we?

Other Information

You will be working in an IT team of twelve people, whilst working closely the remainder of group services in the office. Previous experience in customer service and good IT skills are required, but a learning and progressive attitude is also important.

The ability to cook tasty treats would be a real plus. We all enjoy eating as well as working hard!

We like to think of ourselves as pretty forward thinking and we all enjoy a challenge – and we are looking for someone who will fit into this way of working... A 'can do' attitude is a must!

Terms

- Permanent full time role – with an initial six month probation period
- Competitive salary (depending on experience)
- Holidays for the post are 22 days per annum plus bank holidays
- Regular reviews conducted with your line manager to ensure everyone is happy
- Statutory sick pay payable
- Group Pension Scheme after 3 months

The company reserves the right to add or remove duties with agreement from the employee, as the business requires