
Kefron – Helpdesk Support Agent Level 2

Position Reports to: Helpdesk Team Lead

About Kefron

Kefron is a family owned document and information management company.

Kefron is a people business and we are experts in what we do. People like doing business with people who work closely with them to understand their needs. That's why we recognise that our core strength is our people and because of this, our people pride themselves in getting things right.

Our Vision: Our brands in every building

Our Mission: To get closer to our customers. See the need, deliver the solution

Our Values:

- Passion & Pride
- Security & Trust
- Initiative & Ownership

Job Purpose:

The successful candidate will be responsible for managing a team engaged in Tier 1 and Tier 2 Customer support. Core responsibilities entail delivering best in class service to customers and developing processes and support services in the technical support area aligned with Kefron corporate strategy.

Key Responsibilities (Key Responsibilities include, but may not be limited to)

- Manages operational support functions including email, chat, phone support and ticket queues.
- To ensure consistent delivery of high-quality services to clients.
- Taking ownership for the resolution of issues, monitoring progress, and applying the escalation procedure, when necessary.
- Supports a productive team environment and effectively motivates team members.
- Interacts across all Kefron functions to co-ordinate resolution on Software support open issues
- Ensures that deadlines are met in all requests for support from both internal and external customers.
- Conducts virtual meetings with the customer as required.
- Maintains oversight of new Software customers and ensures positive first time use of Software products.



- Responsibility for delivery on strategic Software projects. Develops and implements work plans, establishes timetable for completing various project requirements and coordinates resources to ensure project policies and procedures comply with project success criteria.
- Gives direction, facilitates and reviews team and project deliverables for standards, consistency & quality.
- Plans, coordinates, and facilitates various support-related meetings and workshops.
- Works with Senior Management to develop and implement continuous process improvements for internal operations.
- Provides regular status updates/flags risks to senior management team & other stakeholders as required.
- Performs other job-related duties as required.
- Own customer onboarding – including handover from Project Managers and training of new clients.
- Provides second level technical software problem resolution

Personal Specification

Principal Qualifications Required:

- Degree/Certificate or Diploma in Computing or similar desired
- Certificate in Microsoft SQL
- Certificate in Microsoft Azur Fundamentals
- Fluent English, both written and verbal

Work Experience Essential:

- Two years' experience in technical support or remote desktop support role

Personal characteristics:

- Strongly customer-focused
- A professional and very dynamic person that can adapt to the ever-changing environment of Kefron.
- Must be high energy and self-motivated and deliver on agreed commitments in a professional and timely manner.
- Excellent communications and relationship management skills
- Must be a team player, yet highly self-driven and ambitious
- Strong organisational skills in order to deliver on customers' expectations.
- To have the ability to set realistic individual objectives to drive departmental goals.
- Must have a financial understanding and have the ability to maximise margins.
- High level of proficiency with computer systems such as Microsoft Word, Excel, Outlook and PowerPoint.

Kefron is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity. If you have a disability or special need that requires accommodation, please let us know.