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| <b>Job Title</b>           | Technical Services Consultant       |
| <b>Sub Business Unit</b>   | Restore Information Management      |
| <b>Department.</b>         | Technical Services                  |
| <b>Location</b>            | Milton Keynes                       |
| <b>Reports to (direct)</b> | Regional Technical Services Manager |

## About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through five specialist divisions, operating from over 80 UK locations.

## About Restore Information Management

Restore Information Management is the leading UK owned provider of information management services. Specialising in secure document storage, scanning, digital mailrooms, outbound communications and hosting. Our approach helps organisations protect, transform and access their information seamlessly and efficiently. With a focus on innovation and customer-focused solutions, we help organisations streamline and management their information and communications to stay competitive in today's fast-paced market.

### Role Purpose:

This role is a blend of project work and active technical support, where you will be required to work closely with our customers and other internal teams to implement new projects and action requests in an efficient and timely manner. You will be involved in all aspects of the technical work, ranging from implementing projects for new customers, to supporting our customers with their day-to-day support needs. No two days are the same!

### Key Tasks:

The primary activities are:

- Providing software support through customising configurations to meet the specific needs of our customers
- Implementing and testing the technical configurations for new customers and departments
- Investigating and resolving any issues occurring within our customers' configurations
- Investigating and reporting any faults within our software applications
- Producing and maintaining a clear and concise log of activities
- Analysing and extracting customer data using our in-house software
- Following pre-defined procedures and documentation to aid timely task resolution

## Skills, Knowledge & Experience required:

### Essential

- A logical mind-set with a strong capability for problem solving
- Strong attention to detail
- An enthusiasm for learning new software
- An ability to quickly assimilate and retain new information
- Work methodically and efficiently
- The ability to communicate with customers in a polite and professional manner
- Demonstrate a critical-thinking mindset
- Excellent written and verbal communication skills
- Adaptable and open to change

### Preferred

- Experience with Microsoft Office applications
- Plan, control and organise their own activities whilst working on more than one task
- Previous coding experience
- Previous experience within a technical support environment
- Previous experience working with application logs

## Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Support the Service Delivery Manager and quality team with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.
- Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
- Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
- Adherence to the company Acceptable Use Policy.

Other Information:

## LINE MANAGEMENT:

- Regional Customer Services Manager

## CONTACT WITH OTHERS: