



I. Customer Service Support

- a. The GaHIN Help Desk will be providing Level 1-3 support for the GaHIN.
- b. Providing Phone Support and maintaining call report scores of 95% or higher.
- c. Providing Incident Management support and ensuring that all customers are informed all the way up to resolution.
- d. Making sure customers are followed up on throughout the ticket life cycle.

II. Technical Support Level I

- a. Responsible for providing excellent customer service which include both phone and ticketing support.
- b. Triage the request to the right resource if can't be resolved at the first contact resolution support.
- c. Performs initial trouble shooting providing all GaHIN customers with the step-by-step navigation that they need to resolve at the first contact resolution.
- d. Maintains customer service satisfaction surveys with a score of 95% or higher.
- e. Escalates all incidents to the incident manager on call fast and efficiently so we can make the acknowledgment communication goal leading up to our resolution goal.
- f. Coordinating with all technical teams assisting them with shooting or meeting all resolution goals.

III. Technical Support Level II

- a. Providing back up phone support and ticketing queue management support to ensure that everything is escalated and followed up for customers in a timely manner.
- b. Maintain customer service satisfaction and Opex ticketing scores of 95% or higher.
- c. Providing Incident Management Support for all Severity 1-4 issues coordinating with the technical teams leading up to resolution.
- d. Gathers all accurate information for Incident Management communication send outs and sends to distribution within the communication requirements.
- e. Assists and trains new level I resources and level I resources that meet the criteria to start incident management training.
- f. Maintains ticketing scores of 95% or higher.
- g. Completes all higher complexity support request handled by level I support.

IV. Technical Support III

- a. Responsible for tracking scoring and identifying corrective actions for process improvement
- b. Provides documentation materials and finalizes knowledge articles.
- c. Coordinates with other technical teams to make sure there is a clear handoff between teams on each request.
- d. Making sure that each team member gets the training and support that they need to get to our targets scores.
- e. Communicates and emphasizes all SLAs and ensures that team members are trained for both service request and incident management request.
- f. Leads all customer services training.
- g. Monitors tickets in Jira for quality assurance and that all team members are meeting ticket documentation requirements.
- h. Listens to call recordings for quality assurance and training purposes.
- i. Completes all ticketing support and customer service score cards for training purposes.