

Internet Hotline Operator

1. Role Description

Profile title	Internet Hotline Operator	
Also known as		
Summary statement	The Internet Hotline Operator provides user support. Hotline operators can also work on customer relationship (accounting, payments, etc.).	
Mission	To quickly and effectively receive, interpret, analyze and process requests and issues from customers or users of a product or system, by means of email, chat, telephone (including VOIP services such as Skype) or other forms of communication.	
Responsibility	<p>The timely provision of constructive responses to client requests for support.</p> <p>Analysis of client issues, accurate interpretation for technical analysis, and providing solutions.</p> <p>Feed knowledge from the support tickets into knowledge databases to support community collaboration tools and internal knowledge sharing.</p>	
Deliverables	Accountable	Contributor
	<ul style="list-style-type: none"> • Issue tickets. • First level support. 	<ul style="list-style-type: none"> • Resolved issues. • Knowledge databases.
Main task/s	<ul style="list-style-type: none"> • Responding to customer enquiries via telephone, chat or email. • Processing of resulting issue tickets. • Escalating issues to second line support. 	
Environment	Usually works in a team of operators and reports to a team leader.	
KPI's	<ul style="list-style-type: none"> • Response rate. • Tickets closed. • Requests solved. • Requests solved first time. • Requests responded to without escalation to second level support. 	

2. Role Profile

2.1 Profile Summary

Internet hotline operator				Technical					Behavioural												Business				
Area	No.	Competence	Importance	T01	T02	T03	T04	T05	B01	B02	B03	B04	B05	B06	B07	B08	B09	B10	B11	B12	M01	M02	M03	M04	M05
Plan	A.1	IS and Bus. Strat. Alignment																							
	A.2	Service Level Management																							
	A.3	Business Plan Development																							
	A.4	Product/Project Planning																							
	A.5	Design Architecture																							
	A.6	Application Design																							
	A.7	Technology and Market Watching																							
	A.8	Sustainable Development																							
Build	B.1	Design & Development																							
	B.2	Systems Integration																							
	B.3	Testing																							
	B.4	Solution Development																							
	B.5	Document Production																							
Run	C.1	User Support							x	x	x	x	x	x	x	x	x	x	x	x				x	
	C.2	Change Support																							
	C.3	Service Delivery																							
	C.4	Problem Management																							
Enable	D.1	Info Sec. Strat. Development																							
	D.2	ICT Qual. Strat. Development																							
	D.3	Educ. & Training Provision																							
	D.4	Purchasing																							
	D.5	Sales Proposal Development																							
	D.6	Channel Management																							
	D.7	Sales Management																							
	D.8	Contract Management																							
	D.9	Personnel Development																							
	D.10	Info. & Knowledge Mgmt																							
Manage	E.1	Forecast Development																							
	E.2	Project & Portfolio Mgmt																							
	E.3	Risk Management																							
	E.4	Relationship Management																							
	E.5	Process Improvement																							
	E.6	ICT QM																							
	E.7	Business Change Mgmt																							
	E.8	Info. Sec. Management																							
	E.9	IT Governance																							
				Has knowledge of netiquette, interactive virtual environments and social networks u					Can lead a team												Has marketing knowledge				
				Can create media elements (audio, graphics, video)					Can communicate effectively (also in foreign languages)												Has knowledge of legal, environmental, labour, standards issues				
				Can promote and sell products or services online					Has presentation / moderation skills												Has knowledge of budgeting/estimating issues and practices				
				Has knowledge of online usability requirements					Has good interpersonal skills												Has knowledge of project management principles				
				Is creative, imaginative, artistic					Can work in a team												Can explain				
				Is ethical					Can communicate effectively (also in foreign languages)												Can analyse				
				Is precise and aware of details					Can seek, organize and synthesize												Can explain				
				Is customer oriented					Can work in a team												Can explain				
				Is committed to corporate strategy and aware of corporate culture					Can seek, organize and synthesize												Can explain				
				Has good interpersonal skills					Can work in a team												Can explain				
				Is precise and aware of details					Can seek, organize and synthesize												Can explain				
				Is creative, imaginative, artistic					Can work in a team												Can explain				
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				Is creative, imaginative, artistic					Can seek, organize and synthesize												Can explain				
				Is ethical					Can work in a team												Can explain				

2.2 Detailed Profile

C. RUN

C.1. User support

<i>Dimension 2: e-Competences: Title + generic description</i>	The Internet Hotline Operator responds to user requests and issues; records relevant information, resolves or escalates incidents and optimises system performance, monitors solution outcome and resulting customer satisfaction.	
<i>Dimension 3: e-Competence proficiency levels</i>	Level 1	Routinely interacts with users, applies ICT product basic knowledge and skills to respond to users requests. Solves simple incidents, following prescribed procedures
	Level 2	Systematically interprets user problems identifying the solutions and possible side effects. Uses experience to identifying user problems and interrogates database for potential solutions. Escalates complex or unresolved incidents to senior experts. Records and tracks user support procedures from outset to conclusion.
	Level 3	
	Level 4	
	Level 5	
<i>Dimension 4: Knowledge and</i>	<ul style="list-style-type: none"> ✓ B01: Is creative, imaginative, artistic ✓ B02: Is ethical ✓ B03: Is precise and aware of details ✓ B04: Is customer oriented ✓ B05: Is committed to corporate strategy and aware of corporate culture ✓ B06: Has good interpersonal skills ✓ B07: Has presentation/moderation skills ✓ B08: Can communicate (including in foreign languages if useful) ✓ B09: Can work in a team ✓ B10: Can seek, organize and synthesize ✓ B11: Can analyse (assess, evaluate, critique, test) ✓ B12: Can explain (defend, argue, justify) ✓ M03: Has knowledge of legal and standards issues 	