

# Job Specification: Support Analyst



Pellcomp Software Ltd is a market-leading, established provider of Learner Management Systems to the UK skills and employability sectors. The company has recently undergone significant change, with a complete rewrite of the product as a web-based system and a new SaaS pricing structure. We have also introduced new flexitime and home working practices in the wake of COVID. Now is an exciting time to join our highly successful team.

## About the Role

This is an opportunity for a customer-focused individual with confident computer skills. You will need to be a natural problem solver with a highly analytical mind to identify and solve technical issues to support our customers. This is a customer-facing role, so first-rate communication skills are essential as well as the ability to take ownership of a call through to final resolution.

The successful candidate will be fully trained on our product range.

Salary is negotiable depending on experience, but a typical range for starting salary is £20K - £25K .

## Responsibilities

- Effectively handling telephone calls, emails and intercom queries from customers to provide a prompt, high quality response to their enquiry
- Ensuring all enquiries are logged using our ticketing system and resolved, wherever possible, at first point of contact
- Working to agreed quality standards and Service Level Agreements
- Take ownership of calls/emails/all other customer contact channels and ensure that outstanding tasks are followed up and dealt with to the satisfaction of the customer
- Identify areas of improvement in terms of service, processes and service delivery to ensure that improvements and recommendations are built around customer expectation
- To keep abreast of industry and organisational changes in order to provide accurate information and advice to customers
- Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation
- Any other duties that correspond reasonably to the general character of the role and are commensurate with its level of responsibility

## Candidate requirements

- Decent knowledge of the Vocational Skills Sector

- Willingness to learn
- Positive attitude towards customer service
- Problem solver
- Excellent communication and interpersonal skills
- A reasonable level of computer literacy
- Prior experience of supporting software packages or using software packages in the vocational skills sector is an advantage

## Location

This role is open either to candidates who may wish to commute to our flexi-working office in Norwich or those who are home based within England.

## Applications

Candidates wishing to be considered for interview should forward their C.V to

[martin@pellcomp.co.uk](mailto:martin@pellcomp.co.uk)

