

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

