

Job Title: Technical Support Analyst	Contract type: Permanent
Department: Support	Date: December 2016
Reporting to: Technical Team Leader	Contact: recruitment@kerridgecs.com

Position Overview

- Kerridge Commercial Systems (KCS) is a market leader in the development and provision of trading and financial software environments for specialist Distribution, Wholesale, Merchant and Retail industry sectors, addressing single- or multi-branch operations, as well as catering for organisations with 'point-of-sale' showrooms and warehouse
- The Commercial Software Support Department assists customers with queries and problems relating to the KCS application software post implementation. The Department also provides customers with a wide variety of other services including the installation of new software and customer training.

Main Duties and Responsibilities

- Pro-actively taking ownership of a wide variety of calls and problems
- Ensuring all calls are dealt with efficiently and promptly in accordance with the Service Level Agreement
- Managing, prioritising and progressing their adopted calls, in particular:
 - Effectively and promptly resolving calls, ensuring old calls are kept to a minimum
 - Accurately investigating, identifying and rectifying both the causes and the symptoms of problems
 - Providing work arounds to minimise the impact of problems when this is appropriate
 - Implementing solutions to the customers' best advantage and ensuring the call resolutions meet the working and business practices of the customer
 - Escalating calls and seeking advice when appropriate
- Using the call logging system correctly and ensuring that calls are updated on a regular basis with actions undertaken
- Regularly updating customers regarding the status of their calls
- Effectively handling complaints and call escalation requests from customers
- Identifying calls that are not support calls and dealing with these following the correct procedures, for example after sales calls, chargeable support calls, modification and system change requests etc.
- Assisting less experienced members of the team with their calls
- Continually and pro-actively acquiring and retaining knowledge of KCS products and systems
- Pro-actively using the Intranet to share knowledge
- Working with members of the Support Team and other departments to ensure that customers receive a prompt efficient service
- Alerting Senior personnel and their Manager and/or any of the other Support Managers as necessary regarding any sensitive customer issues
- Following and applying the standard Commercial Software Support Procedures and Practices
- Taking the initiative and identifying ways in which the Support Service and/or Support Procedures can be improved and discussing these with their Manager
- Undertaking any other projects as required by their Manager or the Support Director

Knowledge and Experience

- Extensive experience in a customer-focused role in a service oriented environment
- A Computer Science degree, or degree with a large element of computing, or equivalent qualification Knowledge of the KCS Application software
- A good knowledge of a structured programming language, preferably KCML
- An understanding of databases

Special Conditions:

- Alternating weekly shift pattern of 8.00am - 4.30pm and 9.30am – 6.00pm, with an hour unpaid lunch break

Remuneration:

- The salary and package are commensurate with the role and experience

To apply, please email a copy of your most recent CV to recruitment@kerridgecs.com

The deadline for internal applications is 21 December 2016.