

Job Title: Support Desk Consultant	Contract type: Permanent
Department: Datawright Support	Date: May 2017
Reporting to: Support Desk Team Leader	Contact: recruitment@kerridgecs.com

Position Overview

- Kerridge Commercial Systems (KCS) is the market leader in developing and delivering fully integrated business management solutions for distributors, suppliers, resellers, wholesalers and merchants. Our mission is simple: to design, implement and support high performance systems that enable our customers to source effectively, stock efficiently, sell profitably and service competitively.
- Datawright are part of the Kerridge Commercial Systems Group based in Hungerford, the Datawright office operates from its base in Gateshead, Tyne & Wear. Datawright are the authors of an ERP Manufacturing and Service Management software system with integrated Finance and Payroll options and provide support of the system to customers worldwide.
- The Support Department assists customers with queries and problems relating to the ERP manufacturing, Service Management, Accounting & Payroll application software, post implementation.
- The Support Desk is one of the main points of contact for customers and the individual will be expected to project a professional image at all times whilst developing a good relationship with customers as well as Datawright internal departments.

Main Duties and Responsibilities

- Day to day application support of the K8 Manufacturing and Field Service software, which includes the Finance and Payroll options for Datawright's customer base.
- Responding to customer issues which are received by email, telephone or logged via the Datawright customer web portal
- Logging of customer issues into the Datawright Call Logging system and ensuring that they are updated, and progressed in a timely manner to provide accurate information for both the customer and the Management team.
- Regular contact with customers to discuss issues and progress the status of their issues through to conclusion.
- Handling complaints and call escalation requests from customers effectively.
- Prepare documentation for Customer Training where required and Fact sheets for customer distribution.
- Visiting customer sites as and when required for System implementation, Upgrades or Customer training.
- Ensure that all customers receive an efficient, professional high quality Support service in accordance with Service level agreements set up between the Customer and Datawright.
- Ensure that call closure targets are being achieved and Customer Service level agreements are being adhered to.

Knowledge and Experience

Essential

- Experience in a customer-focused role in a service oriented environment, dealing with demanding customers and managing expectations
- Experience of delivering application support of a computerised system to customers or use of a computerised manufacturing/accounts or payroll system.
- Excellent customer care and strong interpersonal skills, at all levels
- Positive, pro-active and adaptable to work as an effective member of a team across departments
- Organised and able to manage own workload efficiently
- Analytical and problem solving abilities
- Experience in payroll system processing

Desirable

- An understanding of the manufacturing and/or field service sectors
- AAT or Accounting equivalent qualification
- Understanding of Financial and Payroll statutory requirements
- Strong IT skills

Other

- This role will involve travel and therefore a valid UK driving licence is essential

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