

Role Profile

Technical Analyst

Exeter
Competitive Salary
25 days holiday
Extra Day off on your birthday
Private Healthcare, Death in Service and other Employee benefits
Company socials

About Us

We are Oneserve. We are an award winning, vibrant software company delivering service management software that increases efficiency and productivity for our customers.

We work with clients all over the UK in a variety of sectors including housing, telecoms and hospitality. You will join a passionate, knowledgeable and technically minded team that cares about the experience our customers receive.

About the Role

As a product expert with a keen eye for detail and exemplary communication skills you will use your technical skills to deliver project work for new and existing clients. Your core responsibilities will include:

- New and Existing Oneserve implementations
- Integration builds with 3rd party systems
- Performing customer user training
- Writing and maintaining documentation
- Providing product knowledge and support to internal Oneserve teams such as Sales, Support, Client Success and Product
- Challenging and assisting in the development of robust processes and structure and to be part of a customer centric team, always putting the customer first.

About You

You will enjoy working with customers and building relationships. Your passion for detail and problem solving along with your quest for continuous improvement will subsequently deliver excellent and innovative projects. In addition to this, you will also be:

- An excellent communicator with strong listening skills
- Able to work to clear deadlines and have a sense of priority
- A positive, confident, enthusiastic person with a polite and friendly manner
- Flexible and quick thinking
- Calm under pressure
- Success driven
- Naturally curious with the confidence to liaise with your colleagues to solve user queries
- Keen to learn, enabling you to quickly become a product expert and continually improve your knowledge of Oneserve

About your Experience

To succeed in the role of Technical Analyst you will have some experience demonstrating as many of the below criteria as possible:

Essential

- A broad understanding of SQL with experience in a commercial environment

- Strong problem solving skills
- Confident in customer and internal stakeholder relationships
- Initiative to learn quickly on the job

Desirable

- Experience in using ETL tools such as Talend
- Experience in working with RESTful API
- Experience in working with technologies such as XML, XSLT & HTML

How to Apply

Please email your CV and a covering letter to recruitment@oneserve.co.uk