

Role Profile

Technical/Implementation Analyst

Exeter or location with a daily commutable distance from EX5 2FW
Competitive salary and benefit package on offer

About the Role

This is a new and exciting opportunity for a Technical/Implementation Analyst to join our expanding and successful organisation. 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

We are an innovative, energetic Company and look for employees who demonstrate these values. We look for individuals who are creative, confident and have a happy and positive outlook in their personal and professional lives, you will have a growth mindset and are comfortable with the uncomfortable as you see this as an opportunity to learn and grow.

There are a number of behaviours that will need to be continually demonstrated and championed. 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 - Skills and Competencies

To succeed in the role of Technical Analyst you will have some experience demonstrating as many of the below criteria as possible. Beyond the essentials listed below, the right personality/outlook is vital to our recruitment decision. We welcome creative applications - impress us!

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.

About Us

We are Oneserve. We are an award-winning, bright, young software company based in Exeter 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 team that cares about the experience our customers receive.

Delivering our Mission by Living our Values

- **Expertise**
Using our collective expertise to equip our clients with the tools and knowledge they need to improve their business.
- **Innovate**
Constantly seeking new solutions which fuel success.
- **Empower**
Empowering each other and our clients to take control and identify service delivery improvements.
- **Unity**
Working together, both internally and with our clients, to accomplish more.

Our Mission

To become one of the world's top twenty most influential Service Management Organisations.

Benefits

- 25 days holiday + Bank Holidays
- Extra Day off on your birthday because growing older is something to celebrate!
- Flexible working promoted
- Private Healthcare and subsidised healthcare for family members
- Death in service life assurance
- Employee Rewards Scheme via Perkbox giving you discounts to big brand names
- Employee Assistance Programme via Health Assured
- Contributory pension scheme
- Cycle to work scheme
- Free access to the onsite gym, pool table and tennis table
- Fresh fruit delivered daily to the office
- An energetic team and Company

How to Apply

If this role excites you and you are confident that you can make a positive difference to our organisation then please email your CV and a covering letter to recruitment@oneserve.co.uk

NB: For a more detailed look into the role please access the job description which is [linked here](#).