

Role Profile

Technical Support Analyst

Exeter or remote location considered
£22-25k depending on experience

About the Role

As a product expert, you will use your exemplary written and verbal communication skills to deliver the best customer support possible. Your core responsibilities will include:

- Support call handling via online portal and telephone
- Processing tickets from the support system
- Performing customer user training and support where required
- Assessing the challenges users face and undertaking projects to address them
- Learning about client industries and working to meet their needs within the Oneserve system
- Supporting other teams within the business with any queries or challenges they are facing
- Writing and maintaining user documentation
- Contributing to the internal Oneserve Wiki, discussion forums, support how-tos, useful scripts, tips and tricks

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!

Your technical know-how and supportive attitude will help you build relationships with clients and offer solutions for any issues they may face. Your passion for great customer service and your quest for continuous improvement will subsequently deliver excellent customer satisfaction. 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, enthusiastic person with a polite and friendly manner
- Excited by technology and bringing your knowledge to the challenges you face
- 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 Support Analyst you will have some experience demonstrating as many of the below criteria as possible:

Essential

- A customer service background
- Strong verbal and written communication skills
- Customer-centric approach
- Confident in customer and internal stakeholder relationships
- Interest in software and new technologies
- Strong IT skills
- Ability to learn quickly on the job
- Initiative to propose and undertake projects to improve business and client experience

Desirable

- Broad understanding of SQL Server
- Knowledge of ticketing systems such as Zendesk or JIRA
- Broad understanding of HTML/CSS
- Experience of working with local authorities or housing sectors
- Experience of job management systems

About Us

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

Delivering our Mission by Living our Values

Oneserve 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 Sodexo 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 table tennis
- 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.