

Job Advert

Technical Support Analyst x 2 positions available

Office Location: Exeter

Hybrid working environment

Full Time, 39 hours per week over 5 days - Flexible working considered

Up to £25,000.00 per annum - depending on experience

Benefits

- 25 days holiday + Bank Holidays
- Extra Day off on your birthday because growing older is something to celebrate!
- Opportunity to buy an additional 5 days holiday per annum
- Flexible working promoted and championed
- Private Healthcare and subsidised healthcare for family members
- Death in service life assurance
- 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 positive team and Company
- Excellent L&D opportunities leading to internal promotions

About the Role

After recent internal promotions, we are on the search for 2 Technical Support Analysts. The successful candidates will provide a combination of both first and second-line support to our customers. As an expert in the Oneserve product, you will use your exemplary written and verbal communication skills to deliver the best customer support possible.

About You

We look for individuals who are creative, passionate, confident, driven 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! For more on our expected behaviours click on the job description linked below in the document where you will see the person specification.

About Your Experience

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

Essential

- A customer service background
- Strong verbal and written communication skills
- Ability to provide both proactive and reactive support.
- Strong IT skills
- Manage own workload
- Willingness to learn and upskill where necessary.

Desirable

- Fundamental knowledge of SQL Server
- Understanding the ability to work to contractual Service Level Agreements (SLAs) and identifying risk of SLA breaches.
- Knowledge and experience of working with JIRA.

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.

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 cover letter to recruitment@oneserve.co.uk