

Customer Support Engineer ✓

Purpose

Customer Support Engineers offer third-level support to software developers to empower them to ensure the integrity and availability of end-user applications to our customers. This role is essential in enabling our clients to deliver high-quality, robust applications to our customers. They are also responsible for recording, reporting, resolving or escalating software defects. This is an entry-level position suitable for recent graduates with a degree in IT and at least one a year's experience in support, quality assurance or product development.

Primary Responsibilities

- ⊕ To complete first time fixes as defined in the Support Lifecycle targets
- ⊕ To identify service or quality improvements
- ⊕ To answer customer cases competently and be responsive to customer queries

Duties

- ⊕ Support technical infrastructure and application across both development and run time environments fro all add-ons, showing depth and specialisation in some
- ⊕ Insert and maintain articles based on cases into the support Knowledgebase
- ⊕ Demonstrate evidence of customer satisfaction

Competency Requirements ✓

Core Competencies	1	2	3	4	5
Market Awareness	→				
Management	→				
Communication	→				
Customer Orientation	→				
Problem Analysis & Resolution	→				
Interpersonal Skills	→				
Technical Competencies					
Technical Knowledge	→				
Knowledge of Product Functionality	→				