

Software Consultant (Intact IQ)

Job Specification

Hours Required : Monday – Friday, 09:00 – 17:30; an hour lunch break

Holiday Entitlement : 25 days & bank holidays

Location : Southampton SO14 5QL (Free parking)

Annual Salary : £27k+ Based on Experience

Reporting to : Software Support Manager

Job Description : To provide remote assistance and consultancy to businesses operating with Intact ERP software and integrated applications.

Primary Role:

- Troubleshoot and diagnose issues where a detailed analysis is required.
- Prioritise cases to ensure agreed SLAs are achieved.
- Deploy changes and fixes to a “live” environment.
- Test and evaluate configuration and release changes.
- Follow up with customers to ensure full resolution of issues.
- Document software defects and produce specifications for program change requests.
- Upgrade applications with new releases.
- Assist with customer implementations and new site “go-lives”.
- Provide training to customers and colleagues as required.

Additional Duties (as applicable):

- Respond to customers in a timely and professional manner via telephone and email.
- Maintain comprehensive case records on CRM.
- Assist the front-line Support team.
- Escalate cases as appropriate.
- Carry out any other support duties as the service requires.

Experience

- This role would be ideal for an application consultant wanting to be office based.
- Experience working within a customer service, consultancy or support environment is essential.
- Knowledge of the supported applications is not essential (training will be provided), but you should have experience using software applications and be able to demonstrate a strong technical know-how.
- An understanding of ERP and business processes, especially in the Construction and Builders Merchant sector, is an advantage.
- A good knowledge of accounts and management reporting would also be advantageous.

Personal Qualities

- A confident and professional telephone manner.
 - Excellent written and verbal communication skills.
 - Customer facing with good customer service skills.
 - Committed to ensuring customer requests are resolved within agreed time limits.
 - Ability to communicate with customers at all levels of the organisation.
 - Ability to communicate with customers with varying technical skills.
 - Ability to manage & prioritise your own workload.
 - A team player with the ability to work on your own initiative.
 - Excellent analytical & problem-solving skills.
 - A desire to learn.
 - Willingness to accept ownership and see a problem through to resolution.
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