

# Intact IQ Support Consultant

## Job Specification

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Hours Required : Monday – Friday, 09:00 – 17:30

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Holiday Entitlement : 25 days & bank holidays

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Parking : Free parking

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Annual Salary : Based on Experience

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Reporting to : Software Support Manager

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Responsibilities To provide high quality remote support to Intact IQ customers and troubleshooting technical issues.

- Front line support, troubleshooting and resolving IQ support cases via telephone, email and remote access.
- Back line investigative support where a more detailed analysis is required and escalating problems where necessary.
- Responding to customers in a timely and professional manner.
- Maintaining comprehensive case records on the CRM system – Microsoft Dynamics.
- Prioritising cases to ensure agreed SLAs are achieved.
- Documenting software defects and program changes for the software author, Intact.
- Testing and evaluating configuration and release changes.
- Applying configuration changes and fixes to a “live” environment.
- Upgrading sites with new releases and fixes.
- Supporting customer implementations and site “go-lives”.
- Provide training to customers and colleagues as required.
- To carry out any other support duties as the service requires

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Experience

- Knowledge of IQ is not essential (training will be provided), but an ability to demonstrate a strong technical knowledge in at least one other ERP software package is an advantage.
- Experience working within a software support environment.
- Database and SQL skills are a distinct advantage.

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Personal Qualities

- Excellent written and verbal communication skills, with a confident telephone manner.
  - Customer facing with good customer service skills.
  - Committed to ensuring customer support issues are resolved within agreed time limits.
  - Ability to communicate with customers at all levels of the organisation and 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.
  - Intact IQ is an organic product. Therefore, a willingness to keep up to date with system developments, and a desire to learn are essential.
  - Willingness to accept ownership and see a problem through to resolution.
  - Enjoy the challenge of a busy support helpdesk.
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