

Job description

We are expanding the team and are looking for a Support Team Analyst.

The MidexPRO Support desk offers advice and technical assistance to clients who use the MidexPRO software. Clients may need help completing a task, training on how to use the software, or troubleshooting a problem. Your role will involve telephone conversations, email correspondence and interaction via the Chat facility to help them.

Once on board in your new role, we actively encourage you to learn new skills within other MidexPRO departments. As a *mentoring company*, you will learn new skills to enable you to grow into senior positions or different departments. You will have an opportunity to grow with us to enhance your skill set, in a team that supports each other. If this sounds like the company you wish to work with, then we want to hear from you.

Key Skills and Experience

- At least 1 years proven experience of working in Customer Service environment with a willingness to help.
- At least 1 years proven experience of working with IT systems.
- Demonstrate excellent communication skills both verbal and written to include, keeping client records up to date.
- Demonstrate ability to problem solve.
- Ability to multi-task and priorities workload based on clients need.
- Ability to work solo or within a team.
- Proficient in Microsoft Word and Excel.
- Knowledge of Windows operation systems, Microsoft Office.
- Must have ability to get to and from the Office, in Swindon, daily.

Support Desk Duties

- Serve as the first point of contact for clients seeking assistance with the software.

- Troubleshooting, diagnosing problems and resolving client's problems in a timely manner.
- Keep the client's needs at the forefront of all interaction.
- Following up with customers to ensure full resolution of issues; use the '*Full Circle*' customer service mentality.
- Ensure all client record sheet are kept up to date.
- Meet Key Performance Indicators set by your Line Manager.

Benefits

- £22k per annum.
- Monday – Friday, 9am – 5.30pm
- Pension (*after confirmed in post*)
- Free Healthcare (*after confirmed in post*)
- Free Parking
- 28 Days holiday per year - extra day added, after 2 years based on longevity.
- Bonus scheme.
- No financial targets to meet.
- No shift work and no working weekends

Job Types: Full-time, Contract, Permanent

Salary: From £22,000.00 per year

Benefits:

- Casual dress
- Company events
- Company pension
- Cycle to work scheme
- Free onsite parking
- Private medical insurance including dental