



Customer Support Consultant – Second Line

Job description

Purpose Summary

To provide excellent professional support services in dealing with our customers, ensuring that queries are resolved efficiently, effectively and within the departments service level commitment. To carry out internal activities as part of our support team.

The key areas of responsibility for the Customer Support Consultant – Second Line include:

- Customer Service
- Responsiveness and Efficiency
- Monitoring and Escalation
- Compliance
- Teamwork
- Knowledge

Principal Responsibilities

Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To build effective relationships with customers both internally and externally, and carry out internal activities as part of the support team.
- To deal effectively with all support calls, investigating and responding to queries and progressing to a successful conclusion at the earliest time.
- To manage and respond to customer communications in a professional and courteous manner.
- To communicate courteously with internal and / or external customers by telephone, email and fact to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

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Responsiveness and Efficiency

- To provide application and end-user support to customers for Causeway software products.
- To be responsible for all assigned support calls and provide updates ensuring efficiency and accountability.
- To plan and prioritise work activities across areas of responsibility and to provide visibility of any delivery / task completion issues to the Group Customer Support Manager or other managers whose activities may be affected.

Monitoring and Escalation

- To provide detailed information to escalate issues to third line support - the Development Team.
- To provide detailed information to escalate issues to any third party provider as required.

Compliance

- To ensure access to customer servers for upgrades / fixes and any support activities to comply to agreed Terms and Conditions provided.

Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- To deal appropriately with customer queries by ensuring a good understanding of Causeway products and services supported by the department.
- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to listen to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.
- Such other duties as the management may from time to time reasonably require.

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Reporting

Department: Customer Support

Location: Support and Development Centre – Watford

Reports to: Customer Support Team Leader

Responsible for: N/A

Key Interfaces

Dealing with both external and internal customers. Liaising with second line support and other internal departments to bring queries to a satisfactory closure.

Dimensions / Budgets

The department consists of full time / part time consultants, 6 x First Line and 12 x Second Line Support across all Causeway products. The Department deals with incoming customer queries via the telephone between the hours of 0830 – 1730 Monday to Friday with a staggered approach to support cover (ie start and finish times may be 0830 – 1700 or 0900 – 1730). There is also a wider set of Professional Services Consultants who make up the Services team and will engage in support matters as required. The Support team deal with approximately 2000 calls per month across the software products for a customer base of approximately 2000 companies.

Knowledge, Experience and Qualifications

A graduate or postgraduate education in IT, software development, computer science or equivalent.

Excellent experience with Livelink / Enterprise Content Management essential.

MCSE or MCP in Microsoft SharePoint or similar qualification would be an advantage.

A knowledge of database technologies, specifically Oracle and MS SQL Server is essential.

A good understanding of Web Servers (eg IIS) and Web Application Servers (eg Apache Tomcat) is also essential.

Construction industry related experience would be useful.

Basic UNIX admin skills would be useful but is not essential.

Background in accounting or knowledge of computerised accounting systems would be beneficial.

Experience of working in a software application support team essential, and of providing support to end users, having an understanding of programming constructs, application design and general understanding of computing disciplines and of being able to diagnose and solve system issues.

The ability to communicate with and respond to end users and developers and work with them to find appropriate resolutions.

The ability to prioritise and manage workloads accordingly, both on own initiative or working as part of a team.

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The ability to interact with people on both business and technical issues and to build lasting and effective professional relationships.

Excellent written and verbal communication skills and good clear telephone manner.

Good time management, highly accurate with good attention to detail.

Excellent customer focus and strong desire to provide exceptional customer service.

A good working knowledge of how to operate MS office products and e-mail generally.

A good team player with a flexible approach, possessing a strong commitment to customer service excellence.

The ability to work under pressure, demonstrating drive and a positive approach to work.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.