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|--|-----------------------------|-------------------------|-------------|
| <b>Job Title:</b>  | Software Support Consultant | <b>Job Category:</b>    | Software    |
| <b>Department/Group:</b>   | Software Division           | <b>Job Code/ Req#:</b>  | N/A         |
| <b>Location:</b>   | Huddersfield                | <b>Travel Required:</b> | Possibility |
| <b>Level/Salary Range:</b>   |                             | <b>Position Type:</b>   | Full-time   |
| <b>Reporting to:</b>   | Vicki Smith                 | <b>Posting Expires:</b> | N/A         |
| <b>Job Description</b>   |                             |                         |             |
| <p>On a day to day basis, you will be involved in the investigation and of customer and internal support requests in relation to our accounting and payroll software. In doing this, you will be responsible for providing a high quality level of service to all our customers and be able to identify and solve issues as part of the software support team. With excellent communication skills, you need to be all-rounder who is driven by customer service and providing 1<sup>st</sup>/2<sup>nd</sup> line support for our range of software products.</p> <p>Responsibilities will include but not limited to remotely accessing client computers to help with installation or software issues, retrieving data if required. You will need to accurately update database records as required with all interaction but also maintain client confidentiality and security at all times. Investigate and monitor customer issues and test new software releases.</p> <p>You would be required to do customer service calls/ account management to ensure we keep in contact with clients. We also run a payroll bureau which you may need to be involved in the process and delivering of this service.</p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience in accounts and payroll</li> <li>• Basic Office skills</li> <li>• Excellent communication skills</li> <li>• The ability to work on own initiative and to tight deadlines</li> <li>• Able to manage and prioritise own workloads</li> <li>• Good relationship skills to rapidly establish rapport with customers and other professionals</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of other accounting and payroll Systems, e.g. Sage Accounts or Payroll</li> <li>• Hands on experience with running payroll</li> <li>• Experience with helpdesk systems</li> <li>• An understanding of financial management reports</li> <li>• AAT or equivalent</li> <li>• Driving license</li> </ul> |                             |                         |             |
| <b>Reviewed By:</b>  | Vicki Smith                 |                         |             |
| <b>Approved By:</b>  | Wayne Cockerill             |                         |             |
| <b>Last Updated:</b>   | Feb 2020                    |                         |             |