

Software Support Analyst

Ibcos Computers

www.ibcos.co.uk



Poole, UK

Ibcos is the UK's leading provider of Dealer Management Software to the Agricultural, Construction and Garden Machinery Industry. We help Dealers manage all areas of their operations from parts and service, through sales and finance with innovative solutions to achieve their business objectives.

This is a terrific opportunity to join the Support Department for a growing, market leading Software Company. The right candidate will have proven experience of software support preferably with finance, ERP or Integrated Business Management Software. A background in business management software solutions in combination with a customer centric attitude is essential.

Job Description

You will be part of a team of software analysts who provide support to our customer base throughout the UK and Ireland. This vacancy focuses on the delivery of telephone software support to end user customers and is an office based role.

Outcomes

- Provide telephone and email support to the customer base involving issue investigation, resolution or escalation.
- Continually develop knowledge of the entire software system and keep up to date with newly released software.
- Work with other members of the Software Support Team to achieve high standards of service and customer satisfaction.
- Contribute to continuous improvement of the support call management process.
- Identify underlying causes of recurring software issues.
- Strong in setting customer expectations and ability to handle basic complaints

Experience & Attributes

- 2 years in a role using or supporting Business Management/ERP/Accounting software together with an understanding of support call management processes.
- Proven strong knowledge of accounting principles or accounting systems.
- Experience in the agricultural, construction or garden machinery industry would be an advantage.
- Good general IT skills are necessary. A general understanding of system architecture (hardware, database, applications, desktops and printers) would be an advantage, as would knowledge of ODBC.
- Positive, confident, self-motivated, autonomous and reliable.
- Strong verbal and written communications skills and an excellent telephone manner.
- Excellent interpersonal skills.
- Proven customer service skills based on a genuine desire to help others.
- Ability to communicate with and respect customers at all levels within a company.
- Strong analytical and problem-solving abilities, good attention to detail.
- Able to learn complex business software quickly.
- Ability to think clearly when under pressure.
- Ability to work in a team to meet joint objectives and alone to meet individual responsibilities.

Competencies

In addition to the Core Ibcos Competencies listed below, a Software Support Analyst should demonstrate:

Customer Aware	<i>I am able to relate to customers at all levels, I understand the commercial nature of the relationship with customers and treat all customers equally and with respect.</i>
Resilient	<i>I handle work pressure well, working with a varied workload. I am adaptable and handle new or uncertain situations well.</i>
Analytical	<i>I have strong research skills, with the ability to theorise. A great problem solver, taking clear and logical steps to reach a decision. I report my findings clearly.</i>
Good Communicator	<i>I have great verbal and written skills. I listen to others, am approachable and open minded. I am open to and give feedback.</i>
Continuous Improvement	<i>I am eager to acquire new knowledge and skills in order to perform my job more effectively.</i>

Everyone at Ibcos should be able to demonstrate the following Core Competencies:

Positive	<i>I convey an optimistic and confident approach to situations.</i>
Interested	<i>I want to learn more about what I and the company does.</i>
Committed	<i>I do what I say I'll do; people can count on me.</i>
Respectful	<i>I treat colleagues and customers with deference and respect.</i>
Collaborative	<i>I work well with others to get the desired outcome.</i>

How to Apply

If you are interested in this position, please send your CV to Dan Kemp at <mailto:dank@ibcos.co.uk>.