

Junior Support Consultant

Job Description

Job title:	Junior Support Consultant
Reporting to:	Applications Support Manager
Location:	Glastonbury, Somerset
Working hours:	37.5 hours per week on a variable rota basis. Shifts are 8.00 – 16.30 and 9.30 – 18.00 on a fortnightly rota. Some nights are required.
Annual leave:	25 days per year (pro rata) plus 8 UK bank holidays
Benefits available:	Pension / Health Care / Bonus

The Company:

WCBS is a leading supplier of information management systems, providing independent and international schools with the first true cloud platform and a portfolio of solutions across Admissions, Finance, Academic and Alumni.

Data can be accessed, managed and shared easily and securely throughout the school, promoting efficient practices in all departments. This frees up valuable teaching and administrative time, to concentrate on developing strategies for success and delivering outstanding education.

Job role:

As an integral part of the Applications Support Team, our Support Consultants are responsible for providing advice and assistance to customers using our product suite. You will have close functional links with product and customer account managers, plus the development and technical teams, to help ensure that customer satisfaction targets are met.

You must also enjoy the challenge of working in a fast-paced and regularly evolving technical environment.

Key responsibilities:

- Understanding product functionality and best practice.
- Delivering accurate and prompt advice to customers using our products, so they can accomplish tasks effectively.
- Diagnosing, investigating and resolving customer product issues.
- Checking and documenting customer product issues for escalation to the development team when appropriate.
- Providing customers with timely feedback and practical solutions.
- Collaborating with other colleagues or teams to find customer solutions when appropriate.
- Following processes to ensure business and team objectives are met.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the company.

Key requirements:

- Knowledge and interest in technology, particularly web browsers and reporting tools.
- Knowledge of Microsoft Windows and Office applications.
- Knowledge of SQL.
- Excellent written and verbal communication skills
- High levels of organisational skills

Additional duties:

- Occasional Sunday support duties (working from home).
- Any other reasonable task/duty deemed necessary.