

Software Support Assistant

An amazing opportunity to join the creative team behind a global educational software platform.

About you - You're passionate about customer support, self-motivated and love solving problems. You're responsive, flexible and able to succeed in a fast-paced environment.

Why PebblePad? We are a multi award-winning company – big enough to operate globally, but small enough to value every team member within a culture that's inclusive, fun and vibrant.

Location: Telford (Office based)

Salary: 18 – 22K +Benefits

Job Type: Fulltime, Permanent

Responsibilities

- You will deal directly with customer support issues either by telephone, electronically or face to face, obtaining and evaluating all relevant information to handle enquiries.
- You will take ownership of customer issues and make sure these are resolved
- You will manage the allocation of support tickets, log and resolve first line support queries
- You need to ensure that Service Level Agreements are met
- A large part of your role will involve investigating, reproducing and escalating reported issues
- Logging bugs and requests in our issue/project tracking software
- You will be required to participate in technical regression testing for software releases
- Your duties will also include assisting first line support and taking on technical questions from team members
- You will be working with the team to continually improve policies, processes and procedures
- The ability to prioritise and manage your own workload will be essential to your role
- The ability to work well under pressure and have good time keeping is necessary
- Be available to provide support on weekdays between 8:30am - 5:30pm
- UK Residents only

Requirement

- You must have 2+ years experience of providing technical support.
- You will have excellent written and verbal communication skills with the ability to communicate findings articulately.
- You can demonstrate evidence of problem solving and developing creative ideas to support company growth
- You have a results oriented approach to all work with a continuous improvement mindset



Desirable

- Some experience in running reports (Mongo/SQL) and debugging code to troubleshoot issues reported by customers
- A degree in an IT related subject.

To apply

Please send a copy of your CV with a covering letter telling us why this job is for you to jobs@pebblepad.co.uk