

Job Title: Software Support Consultant
Job Family: Professional Services
Grade: 4
Reports to:
Direct reports: None
Career Track: Independent Contributor

Job Purpose

To provide outstanding level 1 and 2 support through the service desk portal to existing clients.

Core responsibilities

- Managing tickets and assisting customers with technical support through the service desk portal, operating independently for levels 1&2 and with senior support for level 3 (70%)
- Identifying and troubleshooting issues with ERP systems (10%)
- Recommending solutions (to be reviewed first by senior member of staff) to address client needs (5%)
- Producing user guides (3%)
- Report writing (2%)
- Assist with simple projects (2%)
- Continuous improvement of operational effectiveness (5%)
- May provide technical assistance to lower-level team members (3%)

- Adhering to company values
- Embodying a customer-centric mentality

Person Specification

1 Essential (required to be considered for the role)

Technical expertise

1. Technical support expertise in Unit4 ERP (or similar software) systems
2. Trained to work independently on any 1st or 2nd line support ticket.
3. Experience working as a system analyst or software support engineer/consultant for a Unit4 ERP (or similar software) customer or partner
4. Delivery of excellent customer support experience
5. Proven track record of supporting and troubleshooting technical aspects of the Unit4 ERP system (or similar software)

Skills and competencies

1. Strong interpersonal and relationship building skills
2. Problem-solving
3. Customer service
4. Excellent listening and communication skills
5. The ability to work independently and engage as part of a team
6. Takes ownership and accountability, demonstrates independent ideas
7. Strong organisational skills including time management, prioritisation and the ability to work to tight deadlines
8. A growth-mindset with an enthusiasm for self-development and learning
9. Attention to detail

2 Desirable criteria (can be trained and learnt on the job)

1. Proven success with multi-year practical application of support services with Unit4 ERP
2. Solid user experience or understanding of business accounting or HR/Payroll applications
3. Experience of supporting ERP projects (e.g. changes, upgrades or implementations)
4. Client relationship management skills and interest
5. Broad ERP sector knowledge and interest in trends

6. Experience of supporting other ERP systems
7. Experience of working in / with multiple sectors and industries
8. General Business knowledge