Job Title: Software Support Graduate Trainee
Job Family: Professional Services
Grade: 5
Reports to:
Direct reports: None
Career Track: Independent Contributor

Job Purpose

To learn to be a Software Support Consultant, through on the job training and supporting existing consultants with the service desk. Operates under direct supervision of more experienced Consultants.

Core responsibilities

- Provide Technical Software support - level 1&2.
- Contribute to the work of the team.
- Suggest ideas on how to improve processes and operational effectiveness.
- Responsible for the day-to-day operation of a particular process, once trained on this.

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

1 Essential (required to be considered for the role)

Technical expertise
1. Computer Science related qualification circa degree level (5-7) or extensive tech support experience.
2. Has a proven technical ability in recognised field of Professional Services.

Skills and competencies
1. Strong interpersonal and relationship building skills
2. Problem-solving
3. Customer service
4. Excellent listening and verbal and written communication skills
5. Strong organisational skills including time management, prioritisation and the ability to work to tight deadlines
6. Ability to work as part of a team
7. High degree of initiative and creativity
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. ERP background (SAP, Oracle, Netsuite, Sage, Infor, Epicor, etc)
2. Support experience within IT systems
3. General Business knowledge