

JOB TITLE: Client Support Executive

BASED AT: 46 Worship Street, EC2A 2EA

REPORTS TO: Head of Services

Key Responsibilities

Services / Pre-Sales

- Assist with project scoping & production of upgrade quotes, and work with service delivery to streamline the deliverables
- Work with Head of Services to respond to day to day product related queries from Sales
- Assist with the on boarding of new technology stack (e.g. Infor O/S, Ming.le) & new product version testing to migrate into Support and Services
- Liaise with clients and product authors to understand and scope requirements for product upgrades such as B4B, MTD
- Work with Head of Services & Technical Manager to maintain & monitor Touchstone Cloud change control

Help Desk

- Manage 3rd line customer escalations & overdue tickets to ensure service levels are met by putting resolutions and actions in place
- Assist the Helpdesk team to maintain agreed service levels for client support
- Mentor junior helpdesk team on product portfolio
- Participate in client facing conference calls for ticket review (e.g. post project go live) or on SLA review calls

Remote Consultancy

- Undertake offsite upgrades & produce reports on data integrity checks
- Provide resource for SRS and integration support
- Deliver ad-hoc remote support & managed service delivery

Other

- Assist in production of product flyers & documentation as well as maintaining knowledge base articles for FreshDesk

Knowledge

- Previous experience of working on a help desk from an accounting or technical background
- SunSystems (v5/6) SRS reporting, basic understanding of SSC and Transfer Desk integrations
- Knowledge of Q&A and 3rd party companion products
- Good knowledge of Microsoft products
- Some knowledge of SQL would be an advantage

Skills, Experience & Behaviours

- Excellent verbal and written communication skills
- Functions effectively in high pressure situations with ability to prioritise workload/ manage multiple tasks
- Able to work individually or as part of a team
- Has the ability to trouble shoot complex issues
- Excellent administration skills and attention to detail
- Strong customer focus
- Strong IT skills, in particular, Microsoft Office, and experience of databases