

JOB TITLE: Support Consultant - Evenings (Application focus)

BASED AT: Remote

REPORTS TO: Head of Services & Support

Job Summary

The Support Consultant will cover the helpdesk from 5pm to 11pm. Working with a variety of on-prem and Cloud applications, the Support Consultant will be responsible for supporting our customer base with focus around the Infor product set and 3rd party applications.

Candidates will have a solid understanding of SunSystems, Infor OS and Professional Advantage products. You must have a good understanding of the underlying technical infrastructures, and have good troubleshooting skills

You will be responsible for the following:

Responsibilities

- Monitor and respond to new tickets between the hours of 5pm and 11pm
- Review, progress and update any existing open tickets
- Ensure all tickets are updated with progress and next steps to ensure continuity of the issue to the 2nd line support team
- Perform remote troubleshooting & walk the customer through problem solving processes
- Carry out issue & patch set testing as directed
- Learn and understand the product toolkits and customisations as well as knowledge sharing with the team
- Gain broader application knowledge by troubleshooting & resolving issues, reviewing knowledge base solutions and completing online training
- Create new knowledge base solutions
- Identify & suggest improvements to the processes and procedures

Knowledge, Skills & Experience

- Must have strong knowledge of SunSystems, Infor OS, Q&A and add-on products
- Be customer focused
- Excellent written/oral communication and organisational skills
- The ability to work with both technical and business personnel
- Able to function in high pressure situations, and work well under pressure
- Able to multi task and prioritise so that workload is managed effectively
- Able to troubleshoot complex issues
- Able to work independently and research effective solutions