

Technical Support Analyst

Malvern Hills Science Park
0900hrs – 1730hrs, Monday to Friday
£20,000 - £25,000 + £2,000 bonus based on performance

The Person

We seek a customer-oriented technical representative to support our electro-mechanical device with apps and web platforms. This role will be instrumental in the development of the system and would ideally suit someone with new product development experience and a desire to progress in this field. This person will act as a liaison to provide product / services information and resolve any emerging problems that clients might face with accuracy and efficiency. This role is currently the only of its kind within Keynetics Ltd so will therefore suit a self starter who aspires to eventually manage their own team.

The Role

A motivated and dynamic Technical Support Analyst to provide exceptional customer service to support to their clients and end users, assisting in the resolution of all.

- First point of contact, managing incoming calls, identifying and assessing system users needs to achieve satisfaction
- Administrate and analyse faults and report trends
- Own incidents to resolution or, where unable to resolve, escalate through appropriate route
- Ensure all ticket queues are managed in line with quantitative and qualitative objectives of providing exceptional customer service through Technical Support
- Manage and implement quality checks on product
- Responsible for managing appropriate software updates on product
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Maintain and follow ISO standards
- Maintain CRM database
- Work closely with all team members and assist across all facets of the business, you will embrace a variety of challenges on a daily basis

Our system is written in AngularJS and PHP, experience in these coding languages and a desire to progress into development is key to succeeding in this role. Your training will be extensive, preparing you for the future and developing your understanding of all aspects of the product and business. Your personal development will be ongoing, both during the company's evolution and beyond. We believe in nurturing our most important asset, identifying our employee's ambitions and promoting from within whenever possible. The role will be varied, offering you the opportunity to be pro-active in your commitment to customer service, resulting in much shared success.

Minimum Qualifications

- 2+ years experience in a technical support role
- 1+ years of experience in support and troubleshooting mobile devices running Apple iOS & Android mobile operating systems
- 1+ year experience working with a ticketing system such as Redmine
- Degree level education in technical field

Please apply to careers@keyneticsltd.co.uk