



MERIT

**YOUR
SOFTWARE
PARTNER**

Technical Support Analyst

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Are you the go-to person for when techy stuff breaks? Do you love solving a puzzle and leaving a happy customer at the end of the process? If you just raised your hand, you'll be a great fit for our technical support team.

We think 'together is better' and our people are a diverse bunch with all sorts of skills and backgrounds. We are straight forward, no-nonsense and friendly, when we make promises, we keep them. And when things need to get done, we roll up our sleeves and help. We are the best in our business and we've stayed at the top of our game by adopting new technologies and making sure that no-one knows our market like we do. You'll be keen to learn about us and our industry and know just how important it is to be open, clear and fair with whoever we're dealing with – customers, colleagues or contractors.

To land this role, you'll need to be able to show:

- Excellent communication and customer service skills
- An analytical / problem-solving mindset
- A genuine passion for IT
- A keenness to learn and progress
- That you enjoy working as part of a busy team

Ideally you'll have (although these can be learned on the job):

- Payroll experience or ITSM knowledge
- An understanding the recruitment and umbrella sectors

On a typical working day, you'll be:

- Answering customer calls
- Gathering as much information as possible from the customer to record into the online ticketing system
- Keeping on top of your assigned tasks providing updates to our customers
- Investigating issues and providing solutions to the customer as your knowledge increases
- Maintaining your workload based on SLA (Service Level Agreements) – you'll need to get back to customers in a set time or ask for help to achieve this.
- Ad hoc duties as required – all our teams help each other out

Our support team is the core of our business and is the main point of contact for most of our customers.

We offer a clear career progression path from this role and our mission as a company is to continue developing our online software, our customer services, and our support desk, so those we work with can be the best they can be. This requires great people,

which means attracting the brightest minds, then investing heavily in their personal growth and career development.

It should almost go without saying that we offer all the perks you'd expect like free parking, tea and coffee (several coffee machines), holiday that increases with length of service, flexitime scheme, free mental health support service, regular training, (and in normal times, table football, ping pong, darts board, exercise schemes, and company events).

Salary:

£19,000, with a salary increase at the end of your probation period.

Thinking of applying?

Make sure you've read the above information and can show this in your CV or covering letter. If you sound like the right person we will ask you to come in and take a quick technical skills test to show you can 'walk the walk' and have a quick introductory chat. We'll then shortlist everyone and invite you back for a longer interview if we feel you'd be a good fit.

To apply, please send your application to **recruitment@meritsoftware.co.uk**

COVID-19 info:

- Covid safe office with distancing and one way system (For you, we may need to carry out interviews and tests in quieter parts of the building might need to ask you to scan an NHS QR code on entry as a visitor)
- Hand sanitisers at all entrances, toilets and desks.
- Weekly deep cleaning by professional cleaning company.
- Some of our staff may be working remotely, so we may need to carry out some of our normal HR processes over video calls.