



## JOB SPECIFICATION

**Title: Technical Services Support Analyst**

**Reporting To: Technical Services Manager**

**Objective:**

To work alongside the Technical Services Manager to provide all forms of software support for our in-house Estimating Software Packages for both external and internal clients.

To work within a small team, demonstrate flexibility as well as the ability to prioritise and handle multiple tasks with a pro-active, efficient and organised approach is fundamental. The ability to identify solutions and respond to requirements to tight deadlines with a willing, flexible and professional approach is also essential as is a keen eye for detail.

**Key Criteria:**

The ideal candidate will be a self starter who can follow direction but who wants to expand their knowledge within the business and will work on their own initiative without needing direction.

Although no Estimating or previous experience in the glazing industry is required, a working knowledge of VB and SQL would be an advantage.

The role will primarily involve software support, but will progress to hands on training to learn to develop and program the software and train others.

**Role Description:**

- Supporting 215 Genesis Software users by email, Online and Telephone Support
- Researching new Estimating software packages
- Help to expand training manuals and to organise in-house training
- Troubleshoot/Test Software Updates
- Maintaining Genesis subscribers and payments list
- Helping to prepare and update paperwork
- Report back Software Bugs and gather enough information to duplicate
- Working with other departments to integrate our in-house software systems where possible

**Scope:**

Ensure close and effective working relationship with other Technical Teams and all other Departments across the business.

**Key Performance Indicators:**

Being a self starter who can look to expand their knowledge looking at market trends and feedback from customers to ensure that our software remains at the forefront of the industry

Good team player and excellent communication skills, especially with customers and all other Departments.

**Skills Required:**

Good telephone manner

Communication skills

Experience in Microsoft Office suite

Time management

Self starter

Team player

VB and SQL experience will be an advantage