

Technical Support

Location: Castle Ashby, Northamptonshire

Salary Circa £25k - £30k basic, DOE + Bonus

Contract: Full time, Permanent

Hours: 8am to 4pm, with 30 minutes for Lunch, with occasional out of hours and / or Weekends

Overnet Data is a small, innovative technology company that has been working in the education market for the last 12 years. We have developed a unique product that is proving extremely popular in schools, improving the quality and functionality of their IT services while also saving the schools a substantial amount of money.

We are looking for people to join our support team, which has a well-earned reputation for providing rapid, knowledgeable support to our customers.

The Role:

We are looking for highly motivated, enthusiastic and patient individuals to join the team. This role is office based, delivering product support via email, phone or remote session.

We pay twice yearly bonuses based on the performance of the whole company.

Key Responsibilities and Tasks:

- Answering 1st line support enquiries via phone or email
- Raising feature requests and liaising with the development team
- Remote sessions with customers who need additional help
- Liaising with new or potential customers over requirements and configuration options
- Helping customers through the setup process and updating records to reflect this
- Replicate faults where possible and either escalating or resolving the issue
- Identify common issues and make head of support aware
- Informing customers when resolution to bugs/issues become available
- Help verify bug fixes/features meet the needs of the customers
- Occasionally work out of normal hours and/or at weekends, but we try hard to avoid this

Candidate Skills and Experience:

- Previously worked in a Technical Support or Technical Help Desk role
- Linux system administration
- Software development with PHP and/or Javascript
- Customer focussed approach
- Good telephone manner
- Patience

If you feel you have the necessary skills and experience to be successful in this role click on “APPLY” today, forwarding an up to date copy of your CV for consideration in the first instance.