

Title: Software Support Engineer

Salary: £25,000 - £30,000

Black Marble is an innovative, award-winning, software development company specialising in solutions for the Microsoft platform. We are looking for someone to join our technical team as a Software Support Engineer, primarily to support our client's usage of our software products

Primary Responsibilities

- Provide a point of contact on multiple channels; communicate with customers and triage issues
- Work with customers to apply existing fixes/workarounds for known issues
- Escalate issues appropriately internally (to Black Marble development teams) and externally (third party vendors)
- Manage and enhance our customer service & support ticketing system (Zendesk) keeping customer and business informed through reports.

Secondary Responsibilities

- Support Black Marble's internal IT team with general IT issues both in hardware and software.

Potential growth responsibilities

- Perform root cause analysis for more complex issues
- Produce support documentation for internal consumption
- Produce documentation for products under support for use by customers
- Work with team leads and customers to manage issue priorities

This is not an exhaustive list, you may be required to undertake other duties from time to time as we may reasonably require.

The Ideal Candidate...

- ... will have a technical background and ideally have experience in a support desk role.
- ... will have experience in providing software-support for desktop, web server, SQL and Azure based solutions.
- ... will be organised, able to multi-task and like problem solving.
- ... will be able to ask targeted questions to quickly understand the root of an issue.
- ... will be able to diagnose and troubleshoot frequently asked questions.
- ... will have good verbal and written communication skills.

In the role you will be expected to quickly gain a good understanding of the products being supported. We will train you to use the current systems that we are using but experience of Software Development Tools or Customer service & support ticketing systems would be a bonus.

To apply, please email your CV and covering letter to HR@blackmarble.co.uk. The covering letter should include the role and address how your qualifications and experience meet our criteria. For further information, please call Amy Trigg on 01274 300175.

Benefits

We like to reward commitment, hard work and enthusiasm; therefore, we provide a range of benefits:

- Support for agreed continuous professional development.
- National and international training & conferences (where appropriate).
- Private Health Insurance (after agreed probationary period)

contributory pension scheme. • Friendly and welcoming working environment. • 25 days annual leave + statutory bank holidays. • Eye test reimbursement and a company flu voucher scheme.

Black Marble is not registered with the UK Border Agency to be a Licensed Sponsor and therefore we are unable to accept applications for sponsorship under the Tier System.