

## Software Support Specialist

Job description	
Location	Based at London office (Savile Row) with travel to clients and option to work two days per week from home
Hours per week	Full time (37.5 hours per week)
Purpose of the Role	The post holder ensures that Food Alert's new clients are set up and supported with their software services, making sure their teams are adequately trained and advised on how to get the best out of the software. They work closely with the offshore team (based in Pakistan) to ensure that all client issues are resolved quickly and satisfactorily.
Reporting to	CTO (moving to Service Delivery Manager in early 2022)
Key responsibilities	<ul style="list-style-type: none"><li>• Developing a detailed understanding of Alert65 and Auditus.</li><li>• Working with the offshore client support team to ensure that all client and consultant requests in relation to software are handled in accordance with agreed SLAs; responding directly to tickets as and when required and producing regular reports for the Senior Leadership Team.</li><li>• Reviewing common logged errors and queries to identify patterns, flagging with software developers, or creating clearer training materials as required.</li><li>• Ensuring new clients are set up correctly in relation to the software products available to them, meeting with clients either in person or virtually to support them.</li><li>• Delivering software demonstrations and webinars to clients and potential clients, as required.</li><li>• Maintaining the software demonstration sites.</li><li>• Delivering software training sessions for clients and colleagues either at client premises or at the Food Alert offices.</li><li>• Assist with the development of software training tools and guidance for clients.</li><li>• Assist with the roll-out of new upgrades, modules and applications.</li><li>• Make recommendations on potential improvements to software systems to the IT team.</li><li>• Other responsibilities relevant to the purpose of the role as required by the Service Delivery Manager.</li></ul>

## Person Specification

### Experience

- Experience of first line client support for software products, or of selling, demonstrating, or onboarding software products to and for clients.
- Experience in a customer services or client liaison role.
- Experience of delivering training (virtually and in person) on software products.

### Personal Competencies

- Well-developed communication skills and ability to build and maintain client relationships.
- Excellent customer service and communication skills
- Ability to help non-technical clients navigate the software products.
- Ability to work efficiently whilst keeping all relevant colleagues and clients updated.
- Ability to understand and advise on the correct use of software products.
- Ability to keep up with technical innovation and trends in software support.

### Specific Knowledge

- Technical knowledge in software and product development, including MS Office 365 and Sage CRM platforms.