



**Bransom Retail Systems Ltd**

## **Support Help Desk Advisor**

**Hours of work Monday to Friday 8.30 – 4.30 and 9.30 – 5.30pm on a monthly rota basis**

**Saturdays (1 in every 5 on a rota basis) 9am - 3 pm**

**Bank holidays on a rota basis**

<http://www.bransom.co.uk/>

We are looking for a Support Helpdesk Advisor to work for our client in the retail software industry. The company provides bespoke software to their retail jeweller client base across the UK and require a competent candidate to deal with software and hardware queries. This is an excellent opportunity to join a stable, established and successful business based in Hemel Hempstead.

We are looking for candidates with previous experience of software support in EPOS or stock control or chip and pin software (or similar) and fantastic customer service skills.

### **Duties to include:**

- Logging customer support calls on the CRM system via email and phone
- Updating the CRM system with customers detail's
- Providing telephone support and remote access to resolve customer queries
- Liaising with customers and other teams within the business to ensure a complete solution to queries
- Remotely installing software and associated hardware as required
- Creating documentation
- Dealing with any technical questions and issues for customers
- Escalating calls when required to senior team members
- Getting involved in new projects within the team
- Saturdays and bank holiday cover (on a rota basis during busy periods)
- Troubleshooting and investigation of support issues

### **Candidate requirements:**

- Previous experience of EPOS/stock control/chip and pin and software installations
- Extraordinary customer service skills
- Excellent telephone manner
- Ability and desire to learn
- Good spelling and punctuation
- Good knowledge of Windows and Microsoft Office applications



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### **Saturday support:**

After completion of probation period, there is a requirement to be available for Saturday support on a rota as follows:

9am to 3pm – Work in office 1 Saturday in every 5, day off during following week.

### **Emergency out of hours cover:** – telephone support (company provides mobile)

Monday – Friday 5.30pm to 9.30pm

Saturday 3pm to 9pm

Sunday 10am to 5pm

You would receive additional pay for covering Out of Hours.

On a rota basis 1 week in 5