

Job Advert

Job Summary

Astun Technology is looking for a friendly and responsive individual to take on the role of Customer Support Analyst.

The role sits within our Support team which is the main point of contact for the business. It ensures: smooth customer and business operations, provides cost management, control for product billing, supports key business systems and operates the Astun Service Desk, treating both customers and colleagues as stakeholders.

The Service Desk is the front face of the organisation and provides a critical point of communication and contact for all of our customers. It's primary focus is to assist customers, solve problems and provide help and guidance. If you're an experienced Service Desk Analyst then this is an excellent opportunity to progress your career.

You will be passionate about delivering high quality customer support in a timely, efficient, effective and professional manner. You'll need to demonstrate a strong commitment to customer satisfaction and have experience delivering great customer support remotely using modern IT platforms for communication, business management and support ticket management.

You will be able to work remotely from anywhere in the UK. Occasional travel can be expected, even though we're a remotely based company we try to meet up regularly for interactive business sessions and social gatherings.

Technical expertise

We are looking for someone with a background in Customer Support, knowledge of service desk operations (1st / 2nd line) and good information technology knowledge. Familiarity with GIS and spatial data would be an advantage but not essential.

Some of the things you'll be responsible for include:

- Prioritising support tickets and support requests
- Troubleshooting technical issues and resolving support requests
- Working with software developers and testers to resolve technical issues
- Creating user friendly documentation and 'how to' guides, whether written or video based
- Helping to support our internal business systems

Skills

Full training will be provided, but ideally we'd like you to:

- Have good knowledge of service desk processes and procedures
- Have great interpersonal & communication skills (oral & written)
- Enjoy working with customers
- Have a good knowledge of Information Technology

This position would suit a Customer Support Analyst / Application Support Analyst / Software Support Analyst / Service Desk Analyst. It is a technical role, involving the initial investigation of customer support issues raised through our service desk. You will provide first line support for our software and be

Customer Support Analyst



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required to log on to customer servers and investigate various system log files and software configuration to remedy issues. The second and third line support team are available for more serious and complicated issue escalation.

Benefits

You will join a varied and experienced team of experts at the UK's leading open source GIS consultancy.

Astun prides itself on its empowering, supportive, friendly and flexible culture which offers opportunities to develop and learn new skills.

In addition to a competitive salary between £20,000 and £30,000 we offer a company pension, annual bonus and 25 days holiday per year plus Bank Holidays.

We may be a SME, but we think like a larger company. We're a member of the Equality Register and a Living Wage Employer. We were one of the first in our industry to make the SME Climate Commitment.

Working at Astun

You will work remotely from home, we provide all your workplace needs including furniture, computer, monitors, lighting and a mobile phone. Occasional travel anywhere in the UK may be required, including where appropriate, overnight stays.

In addition Astun company 'hacks' are held over several midweek days around three or four times per year, where colleagues meet at venues across the UK to collaborate on projects and socialise informally in the evening.

The role is intended as a full time post during normal business hours however consideration will be given to applicants interested in a part time role.

All employees are BPSS checked on commencement of employment.

Application details

If you would like to apply for this position please send your CV and covering letter to jobs@astuntechnology.com with 3 reasons why you would be perfect for this position. If you already have contacts who work at Astun, please still apply via the *jobs@* address to ensure that all applications are treated equally, fairly and in line with our recruitment policies.

This is a direct appointment - NO AGENCIES PLEASE