



**Job Title:** Customer Support Advisor

**Location:** Bedale, North Yorkshire

**Hours:** Full Time (36.5 hours p.w.) or Part-Time (min 20 hours p.w.)

**Salary:** £16,000 - £18,000 (Band B) Dependant on Experience (Pro Rata for PT)

**Closing Date:** 7<sup>th</sup> July 2021

## Summary:

WJP Software Limited are a small software development and Consultancy Company based in Bedale on the edge of the Yorkshire Dales. We specialise in writing software for NHS, private healthcare, and public sector organisations. We have a combination of .net Client and Web Applications we develop and support. We are looking for a dedicated, reliable, and efficient person to become an expert user of our software and provide excellent customer support to our expanding customer base.

The job will involve working with and understanding the software we develop; therefore, you will have competent IT skills. We are also looking for a team member who can resolve simple customer problems, train customers, offer advice, pass a query onto our developers, install software and onboard systems. However, this is a large element of liaising with our customer base. There is also an element of marketing and managing our social media presence. You must also have a high level of attention to detail, effective organisational and communication skills (both written and interpersonal) and experience of providing excellent customer service.

This job is offered on a full-time or part-time basis (minimum 9.10 am – 3.00 pm Monday – Thursday, Min 20 hours). You will have the opportunity to be actively involved in the ongoing development of the business. You must be self-motivating as you will be required to work without supervision frequently.

## Job Description:

**Responsible to:** Managing Director

- To become an expert user of WJPS systems.
- Provide first-line support to customers in relation to our software and installed systems, via phone email and our support desk.
- Ensuring that the support system is kept up to date, logging issues from customers, and assigning issues and ensuring relevant detail is initially captured. This includes speaking with customers and providing support and knowledge.
- Train and onboard new customers on our systems and offer advice based on previous experience and best practice.
- Develop skills to be able to install, configure and manage our software, both remotely and onsite.
- Test and validate software written by our development team.
- Assist in the creation of marketing documentation and website content and maintaining in-house Social Media platforms.
- Update and manage system documentation in line with the latest version of the software. Including documenting on our support desk solutions that you have used for client fixes.
- Assisting with general office tasks.
- Any other relevant duties as directed and in line with the post.

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## Person Specification:

	Essential	Desirable
A Level or equivalent education	•	
A good level of Windows Desktop Knowledge	•	
Experience of HTML to add content to websites		•
Experience of providing customer support / service	•	
Marketing skills and knowledge		•
A good knowledge of Social Media Platform	•	
A passion and commitment to learn and see the company succeed	•	
Experience of using Microsoft Office	•	
Ability to apply IT skills to new projects	•	
Good Project Management Skills	•	
Excellent Customer Services Skills	•	
High level of accurate and attention to detail	•	
Effective organisational skills	•	
Effective verbal and written communication skills including an ability to effectible deal with enquiries	•	
Evidence of ability to work with others to meet tight deadlines	•	
Evidence of using your own initiative to complete tasks successfully		•
Experience of working with confidential data		•
Ability to work flexibly with reasonable notice		•
A clean driving licence		•

## Benefits:

Working hours are between 9am and 5pm Monday – Thursday and 9am to 4pm Fridays with 30 minutes unpaid break for lunch every day, totalling 36.5 hours. You can choose to be enrolled in the workplace pension scheme. You will be entitled to 5.6 weeks holiday per annum. Office closure between Christmas and New Year offers additional annual leave. We run a hybrid office, options for flexible working will be available once initial training is complete.

There is free parking available at the offices.

## Application Process:

To register your interest in the position, and to receive an application form please email [jobs@wjps.co.uk](mailto:jobs@wjps.co.uk) or call 0845 557 6856. All applicants will be required to complete an application form. Full details will be included in the application pack. After the closing date, we will review all applications and invite a range of applicants to interview. There will be no response for unsuccessful applicants. If you have not heard from us within 21 days of the closing date, then we regret you have been unsuccessful on this occasion.