

JOB DESCRIPTION

JOB TITLE: Partner Support Specialist
COMPANY: Groupcall Limited
LOCATION: South Woodford Office (London E18 1HB)
Reporting to: Adrian Bantin (Partner Manager)

COMPANY:

Groupcall provides communications and data extraction services to the UK education, public and private sectors. Founded in 2002, we write and develop our own software and now have four products in our highly innovative portfolio: Messenger, a parental contact system which uses SMS, voice messaging and email; Xporter, a solution which allows Local Authorities, software suppliers and school groups to securely collect data from schools and outside institutions; Alert, an emergency contact system used in both the private and public sector and Emerge, a product which allows school-specific services to be accessed on mobiles devices.

We have enjoyed considerable growth in revenues, profits and company size in recent years. Thus, we are now looking to hire an experienced person to assist with specialist support and related services to help build on the successes within our Xporter product division, to further develop our offering to the education technology sector, nationally and internationally. This is an important position, overseeing a business-critical service for our customers.

JOB PURPOSE:

An office-based role offering a range of specialist support services to our education technology customer community. These are a range of organisations using our data/API services to provision their own systems that are in turn offered to the education sector. Areas of responsibility will include; ancillary account management, support, training, process review and client advisory services at a technical level. Ultimately you will be responsible for ensuring our customers receive an excellent service from all areas of the business, while constantly seeking to refine and improve that customer experience.

Core Responsibilities & Duties

- To be a named escalation point for customer technical/service issues
- Possess the competencies to fix basic software issues and/or advise accordingly
- Oversee key accounts from a support and service delivery perspective
- To be accessible, prompt, reliable and establish a good rapport with customers
- To co-ordinate customer issues escalated and provide timely updates, working with support, projects, sales and any other teams as applicable
- Liaise with support, projects and account managers to provide weekly activity summaries and notify specific escalations, concerns or suggested enhancements
- Evangelise Groupcall technologies and recruit advocates among customers
- Oversee resolution of any issue requiring code changes through to completion of release
- Proactively keep in regular contact with customers to increase visibility
- Be prepared to travel to customer locations or events if appropriate

Additional Responsibilities & Duties

- Provide third-line technical support for issues reported
 - Make minor development changes with the guidance of our projects team
 - Monitor support cases for customers experiencing multiple issues that need escalating to incidents
 - Recognise emerging trends and patterns among support issues
 - Provide technical remote training services and assist with onboarding
 - Support administration
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KEY REQUIREMENTS (Skills & Experience)

Requirements

Technical knowledge of:

- Desktop / Server computing
- SQL Database Technologies
- Internet / Cloud-based applications & APIs
- Software security and data protection
- Experience in servers and network troubleshooting
- Project management

Advantageous

Knowledge of:

- UK education at a primary/secondary level
- Previous experience with Groupcall Xporter
- Microsoft.Net Product set
- Web development tools
- Web hosting technologies
- ITIL / PRINCE2 Methodology

Beyond this, the successful applicant will also be a strong fit within our company and can build and maintain relationships both internally and externally. To this end, s/he will need always to be:

- Highly motivated, results-oriented and have a clear focus on business growth
- Tenacious and proactive; articulate and numerate
- Positive in outlook with a willingness to support and aid colleagues and customers
- Passionate in offering the best quality of service possible to our customers
- Organised and detailed, a natural forward planner who critically assesses his or her own performance
- Outgoing and comfortable working with new or challenging customer contacts
- Experience handling case escalations or partner management
- Credible with a professional demeanour, comfortable in dealing with people at all levels
- A team player with strong and empathetic communication skills; having the ability to see things from all people's points of view – both within the Groupcall team and when working with external parties
- Well-presented, business-like and keen to gain new experiences, responsibilities and accountabilities as the company continues its growth
- Tenacious and proactive, articulate and numerate and able to work both as part of a team and under his or her own initiative.

Further information about the company can be found at www.groupcall.com For more details, or to apply, please send a CV and covering letter (to include your current/most recent salary level or salary expectations) to Adrian Bantin, Partner Manager at: abantin@groupcall.com

Groupcall is an equal opportunities employer and is committed to ensuring that all partners, staff, job applicants, customers and suppliers are treated fairly and with respect, irrespective of their actual or assumed background including gender, sexual orientation, marital status, age, race (including colour, nationality and ethnic origin, religion/belief or disability).
