JOB DESCRIPTION			
Title	Software Support Engineer	Reports to:	IT Manager
Job Purpose	To provide software support services for software products supplied by the company. These will be both at the companies address and at customer's locations. To provide a technical training as required.		

Accountabilities

1. Provide telephone and online helpdesk support to customers within the agreed SLAs and to ensure the customer receives a professional support service
2. To plan and attend customer's sites to provide support services, that will include installation of software, associated hardware, and provide end-user training.
3. Document all support activities and escalate unexpected functionality to other department members and code developers.
4. To support the senior developer in enhancing and maintaining the software based products owned by the company.
5. Assist in the duties of other IT team members as required in achieving the department's service obligations.
6. Be aware of and comply with all Company policies and work procedures, with specific attention to Quality, Security, Health and Safety
7. Ensure all Company assets are protected from unauthorised access, disclosure, modification, destruction and interference
8. Report security events or potential events which may result in a security risk for the Company

Skills and Competencies

- Aptitude for computer maintenance, with good analytical and diagnostic skills.
- Ability to record, communicate and transfer internal and external communications, both verbally and written with an attention to detail.
- Customer service skills, ideally in IT support background desirable

Person Specification – Experience and Personal Attributes

- Confidence to communicate effectively, must have a professional appearance and attitude with friendly disposition, able to gain credibility
- Experience of a customer facing role, ideally in a software environment
- Must be able to work on own initiative, self-disciplined and with minimum of supervision
- Willingness and ability to learn
- Ideally able to demonstrate up to date knowledge of PC operating systems used within a B2B IT environment, including database connectivity.

Person Specification – Qualifications

- Educate to 'A' level standard or have gained relevant business experience
- Have a Current UK Driving license

The details contained in this job description outline the key accountabilities required in the job and will be regularly reviewed with the jobholder. The contents are not contractual and may be subject to change from time to time to reflect business requirements.