

OVERVIEW

The role of "Sage Application Support" involves manning a help desk to provide support on Sage software products in response to customer queries. The ideal candidate will have excellent telephone and interpersonal skills, good organisation abilities and knowledge of accounting & payroll procedures and the Sage 50 software application. Past experience in a software application help desk environment where troubleshooting skills are required would be a distinct advantage.

DESCRIPTION

Job title:	Experienced Sage Application Support Agent
Department:	Support
Responsible to:	Team Lead & Service Manager.
Location:	Tramore, Waterford.
Purpose of the job:	Provide application support to customers on Sage software products supplied by Pimbrook.

Core Duties and Responsibilities:

1. Respond to customer queries efficiently and consistently within agreed service levels.
2. Record all customer queries accurately in the support system.
3. Investigate and provide accurate solutions to customer queries where possible using the knowledge provided from training, in house systems & tools and colleagues & partners.
4. Escalate queries that cannot be answered to the appropriate source (e.g. senior support staff or manager, technical staff, 3rd party partners, etc.).
5. Update queries logged in the support system to reflect their current status and latest actions performed and/or required.
6. Work as part of the help desk support team to ensure all customer queries are being logged and progressed to a satisfactory solution as efficiently and quickly as possible.
7. Provide implementation services (i.e. consulting, installation, training, report writing, etc.) either remotely or on customer site as required.
8. Liaise with implementation, technical, sales and administration teams where necessary.
9. Help to maintain a customer service knowledge base of documents that provide solutions to issues already solved.

10. Maintain a level of proficiency to support the products that Pimbrook supply.
11. Assist and train new or less experienced support staff.

Minimum Qualifications:

The successful candidate must have the following:

1. Fluent in English language both written and verbal.
2. Excellent telephone manner and communication skills.
3. Good administration and organisational skills.
4. Good computer skills.
5. At least 1 years recent fulltime work experience in an office environment using the Sage 50 accounting software and with some customer service duties (e.g. dealing with customer queries).
6. Ability and willingness to travel, full driving licence and own transport.

Additional Relevant Qualifications:

The following attributes will be an advantage:

1. Past experience in a customer support or help desk environment.
2. Accounting and/or payroll experience.
3. Knowledge of the Sage Payroll (Micropay) and Sage 50 applications.
4. Problem solving ability.
5. Technical skills (e.g. Excel, SQL Server, MS Office, MS Windows).
6. Training experience.
7. Flexible positive attitude.