

Software Support Consultant – Accountancy & Distribution Software  
Berkhamsted, Hertfordshire

One of the leading suppliers of computer systems to distributors, wholesalers and merchants in the UK. With over 10 years experience and currently supporting nearly 200 SMEs. An opportunity has now arisen for a Software Support Consultant to join their team.

For this role we are looking to recruit someone with experience of using accountancy software or stock management/distribution software to join their busy Support Desk.

As a Software Support Consultant you will be responsible for providing support to clients, primarily over the phone, along with some customer facing activities such as on-site installations, upgrades and systems training.

Our company is very keen for the employees to progress within the company to Training, Hardware or Sales.

Your key duties will include:

- Telephone support
- Logging support calls
- Managing an ongoing call list
- Analysing and logging system related faults (bugs)

To be considered for this position you must have experience using either accountancy software or stock management/distribution software. This can be from either a support role, or from a previous career in accountancy or distribution.

As a Software Support Consultant you should also have strong analytical problem solving skills, the ability to work unsupervised and good report writing skills.