



## 1ST CHOICE JOBS

## «ERP Software Support Consultant»

### Contact information

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Contact name	1st Choice Jobs
Contact phone	01303 813 399
Location	England, South East, Kent, Dartford

### Job details

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Salary	up to £30000 per Year
Job type	Permanent

### Requirements

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Previous ERP Software knowledge.  
Experience of working in a Call Centre, Helpdesk, Support Desk.  
Call Management skills (JIRA, Remedyforce, Service Now, etc.).  
Answering Telephone calls from customers.  
Logging calls accurately.  
SQL DB knowledge, compiling and building queries.  
Previous application support knowledge.  
Troubleshooting Microsoft office suite of products.

### Job responsibilities

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Our client is a software house specialising in ERP Software. The support team provides the first point of contact for customers requiring assistance with their software and hardware. The team aims to provide a high level of customer satisfaction.

The ERP Software Support Consultant will be responsible for accurately recording customer enquiries, assigning an appropriate priority and taking ownership of providing a solution.

A key skill is to clearly determine the root of a customer enquiry, identifying the process being undertaken, the program being used and the problem experienced.