

JOB SPECIFICATION: APPLICATION SUPPORT ASSISTANT

About Akixi Limited

Akixi is a small, dynamic and highly successful privately-owned company based in modern offices in central Crawley, West Sussex, and with customers around the world. It has developed a cloud-based real-time contact centre analytics application which is sold through a network of IT and telecoms partners with over 3,000 active customer sites globally.

The company is proud to have been recognised within the industry, winning the 'Independent Software Vendor' at the Comms Business Awards 2017, being rated with a 'Highly Commended' status in the 'Best Call Management Application' category at the Comms National Awards 2018, and winning the 'Best Cloud-Based Call Management Systems Provider' in the Corporate Vision Technology Innovator Awards 2018.

This is a brilliant opportunity to join a successful and growing team.

What is the job like?

Reporting to the Technical Director, you will be involved in setting new Customers up and assisting our Customers in resolving their technical queries. This involves taking the initial enquiry by telephone or email and then identifying a solution and working with the customer to resolve their issue, providing a great service. There will also be the opportunity to develop in the role and when you are experienced to be involved in the work of the broader team and project work.

Key Responsibilities

- Providing 1st line application support via e-mail and telephone.
- Provisioning new Customers and implementing changes on existing sites.
- The successful candidate would eventually get the opportunity to transition into a more formal server support role, which would involve managing & maintaining our cloud-based Linux server pools.
- Occasionally assisting with product testing & reviewing product documentation.
- Creating & maintaining provisioning & support-related documentation.

Health and Safety

- Compliance with the Company health and safety policy.
- Reporting any health and safety issues to management.

Additional Duties

- Undertake project work as requested.
- Any other duties as required.

What Will The Successful Job Holder Be Like?

This role could be suitable for a school or college leaver, or someone who has some work experience already and is looking to develop their career in an application support role. You must be able to demonstrate a real enthusiasm and interest in pursuing a career in IT. Personal organisation and the ability for developing great relationships with Customers on the phone or through written communication along with attention to detail will be key to being successful and you will enjoy being part of a small team in this dynamic company.

Qualifications and Experience – Essential

- Education to NQF Level 3/4 in a computing related discipline (i.e. A level in computing or ICT, NCC Education Level 3 Diploma in Computing, IT Users Level 3 Certificate/Diploma, etc.).
- Good GCSE results, including Maths, English and one science.
- Excellent written and verbal English communication skills.
- Outstanding attention to detail.
- Experience using Microsoft Office Suite.
- Ability to liaise well with others.
- Ability to work on own initiative.
- Flexibility and adaptability.

Qualifications and Experience – Desirable

- Interest in Internet applications, IP networking & Network Diagnostics (DNS, Ping, NSLOOKUP).
- General Office Server configuration & maintenance.
- Linux configuration & administration, including some shell scripting.
- Knowledge of general telephony, i.e. hunt groups, call queueing, ACD distribution, agent-working, etc.
- Knowledge of hosted IP telephony.