

Job Title: Trading Application Support Consultant	Contract type: Permanent
Department: Support	Location: Hungerford/Gateshead/Dublin
Reporting to: Application Support Team Leader	Contact: recruitment@kerridgecs.com

Position Overview

- Kerridge Commercial Systems (KCS) is the market leader in developing and delivering fully integrated business management solutions for distributors, suppliers, resellers, wholesalers and merchants. Our mission is simple: to design, implement and support high performance systems that enable our customers to source effectively, stock efficiently, sell profitably and service competitively.
- The Software Support Department assists customers with queries and problems relating to the Kerridge application software. The Department also provides customers with a wide variety of other services including the installation of new software and customer training

Main Duties and Responsibilities

The Application Support Consultant's main duties will be to:

- Support customers with problems and queries relating to the Kerridge application software
- Accurately resolve problems using investigative and analytical skills
- Identify and replicate problems that require a software change by Development
- Work as part of the Support team
- Work with other departments to provide solutions to the customer

The Application Support Consultant will be responsible for:

- Pro-actively taking ownership of a wide variety of calls and problems
- Ensuring all calls are dealt with efficiently and promptly in accordance with the Service Level Agreement
- Managing, prioritising and progressing their adopted calls, in particular:
 - Effectively and promptly resolving calls, ensuring old calls are kept to a minimum
 - Accurately investigating, identifying and rectifying both the causes and the symptoms of problems
 - Providing work arounds to minimise the impact of problems when this is appropriate
 - Implementing solutions to the customers' best advantage and ensuring the call resolutions meet the working and business practices of the customer
 - Escalating calls and seeking advice when appropriate
- Using the call logging system correctly and ensuring that calls are updated on a regular basis with actions undertaken
- Regularly updating customers regarding the status of their calls
- Effectively handling complaints and call escalation requests from customers
- Identifying calls that are not support calls and dealing with these following the correct procedures, for example After sales calls, chargeable support calls, modification and system change requests etc.
- Assisting less experienced members of the team with their calls
- Continually and pro-actively acquiring and retaining knowledge of Kerridge products and systems
- Pro-actively using the appropriate tools to gain and share knowledge
- Working with members of the Support Team and other departments to ensure that customers receive a prompt efficient service
- Alerting Senior Application Support Consultants, Team Leaders and Application Support Manager as necessary regarding any sensitive customer issues
- Following and applying the standard Commercial Software Support Procedures and Practices
- Taking the initiative and identifying ways in which the Support Service and/or Support Procedures can be improved and discussing these with the Application Support Manager
- Undertaking any other projects as required by the Support Manager

Knowledge and Experience

Essential

- Extensive experience in a customer-focused role in a service oriented environment
- Proven experience in a role requiring good written and verbal communication skills
- Trading Consultants will have a good general Knowledge of Trading Principles

Desirable

- Knowledge of the KCS Application software or similar
- Experience in a software support environment or similar
- Trading Consultant should ideally have a Business Studies or IT qualification, for example Degree, BTEC or HND

Other

- This role will involve travel and therefore a valid UK driving licence is essential

Remuneration:

- The salary and package are commensurate with the role and experience