

1ST LINE SUPPORT OPERATIVE

Department: Support

Reporting to: Customer Support Manager

Hours: Full Time (8am - 4:30pm), Monday to Friday

Location: Commerce Road, Lynch Wood, Peterborough

ABOUT E4EDUCATION

CREATIVE SOLUTIONS FOR EDUCATION

e4education was established in 2001 and over the past 16 years has built up a client base of over 1,500 schools. These are made up of not only primary, secondary, special and independent but also our growing number of trust customers. It is our mission to help schools succeed by developing software that enhances learning and communication. The education sector has always been at the forefront of our business and we are extremely lucky to be working with some truly remarkable schools.

The education landscape has altered significantly over the past five years. With the changing political landscape comes the change in the ways schools are run, governed and inspected. Our vision is to continue to grow as the leading website design and development provider within the education sector and this role is pivotal to ensuring that success.

We strongly believe that a company is only as good as the people in it. We take great care to employ the very best people for our business, ultimately to create and deliver an exceptional experience for our clients. Our teams love what they do, and we believe that makes all the difference. Our company expects hard work and commitment from our staff and in return we ensure our employees feel valued, involved and appropriately rewarded.

WHAT ARE WE LOOKING FOR

We're looking for a talented, flexible and motivated individual to provide support services for e4education's clients, usually by phone and support tickets. Every so often, there may be face to face meetings to problem solve technical issues experienced by our clients. It is essential that you possess a friendly and patient disposition and are a skilled listener.

As a 1st Line Support Operative, you will be providing support for services supplied by e4education. Occasionally, you will be required to conduct remote support and training sessions via TeamViewer with our clients, discussing the use of e4education's Content Management System.

You should get enjoyment from multi-tasking under pressure whilst remaining calm, cool and collected. The customer is at the heart of what you do, you can empathise by putting yourself in their shoes.

You should have an awareness of modern front-end technologies such as HTML5, CSS3 and jQuery. Knowledge of ASP or PHP is a bonus but not essential.

It's important that you are someone who is keen to share and pass on knowledge to others. We have an ethos of knowledge sharing across the business. Communication and teamwork are vital to what we do.

WHAT ARE THE KEY RESPONSIBILITIES?

- Answer and respond to incoming support requests via telephone and ticketing system, in a timely manner.
- Give our customers an efficient, helpful and first-class customer service experience, through all means of communication.
- Keep our customers informed and up-to-date on the status of their requests, within e4education's Service Level Agreement.
- Assist our customers with the maintenance of their uniquely designed websites via e4education's bespoke Content Management System (CMS).
- Test and maintain web applications that are developed internally.
- Test bug fixes and improvements made to the CMS by our developers and report back any issues.
- Identify CMS bug fixes or requests for future development and raise with our Back-End Developers.
- Track your personal development by documenting progress and providing examples of exceptional work or achievements throughout the month, in preparation for employee performance reviews.
- Keep abreast of news and trends within the Internet and education sectors, specifically for technology or market changes that could affect the company.

YOU WILL RECEIVE FROM US

We have a great working environment with a calm atmosphere. Company social events, regular fund-raising activities, a fantastic break out area, monthly 'lunch-on-e4e', an extra day off on your birthday are among some of the things that makes working at e4education a must.

- Salary: Competitive (Depending on experience)
- Flexibility for a work life balance
- Fantastic open plan office environment
- Excellent employee facilities

Other than salary, the following benefits commence on successful completion of the probation period:

- Contributory Pension Scheme
- Private Medical
- Additional optional benefits

To apply please send a CV to:
hr@e4education.co.uk