



JOB DESCRIPTION

Job title: Support Coordinator

Department: Support

Working hours: 08.30 – 17.00

Overview

InVentry Ltd, established in 2011, is a fast-growing technology company specialising in the development and provision of touch screen visitor, staff and pupil management solutions. Since 2011, we have seen massive growth culminating in us being named this year in the Deloitte global fastest 500 growing companies in technology from Europe, the Middle East and Africa. We have also been named as the 21st and 37th fastest growing tech business in the North by GP Bullhound over the last two years.

Due to growth, we are currently recruiting for a Support Coordinator to manage the workload of a small team of technical support professionals, managing their day to day tasks, assigning tickets and liaising with customers.

Duties include:

- Provide their team with a list of priorities where needed
- Maintain an overview of support tickets being dealt with by their team
- Ensure tickets are dealt with within the specified time limit and customers are receiving high quality customer service
- Ensure that tickets are assigned to the correct member of the support team
- Ensure customer communication is of a high standard
- Speak with customers who have raised concerns or complaints and resolve them in a timely manner
- Monitor office inbox
- Monitor feedback from customers and take the necessary action
- Notice trends and identify potential issues in advance

The successful candidate will require the following:

- A good technical understanding of Windows desktop and server operating systems
- Be highly organised and have excellent communication skills
- A good team leader with a friendly approach to work
- Confident in dealing and speaking with customers in a polite, courteous and professional manner
- Able to manage the workload of the support staff
- Strong analytical skills

In return you will receive a competitive salary with a bonus scheme and have the opportunity to join a fast-growing company with many opportunities to develop and progress. Full training on InVentry products will be provided by the company to the successful applicant.

If you have the above skills and are interested in this exciting opportunity, please send your CV to shelley.thompson@inventry.co.uk.