

Support Analyst

Who are Jupix?

We are the UK's market leading Property Software Company based in Brackley, Northamptonshire. We work with over one thousand five hundred estate agency branches across the country. We have been growing at an average of 40% year on year since 2007. We are an exceptional company with exceptional people; you'll come to Jupix and do the best work of your life.

Our software system is a feature rich cloud based platform that delivers comprehensive front and back office functionality. We are repeatedly told that what puts us ahead of our competitors is the teamwork and customer centric attitude of our staff. We are now looking for the next person to fit into our team...could that person be you?

Position: Support Analyst

Location: Brackley, Northamptonshire

Hours: 9am - 5.30pm Monday to Friday, plus one Saturday in five.

ROLE:

The main role of the Support Analyst will be to help support our customers in making the best use of their estate agency software system. Working within the client services team, this is an ideal opportunity to develop the role further and progress in to an account management, consulting or training role in the future.

RESPONSIBILITIES:

- Provide exceptional customer service at every opportunity.
- Deal with incoming phone calls and emails from end users.
- Log issues, perform basic fault finding and escalate technical problems where necessary.
- Identify gaps in software functionality and opportunities to improve the product and service.
- Check on progress of issues and keep the team and the customer informed at all times.
- Advise their customers on how to improve their own working practices to take advantage of new software features.

ESSENTIAL SKILLS / EXPERIENCE:

- Previous experience in a helpdesk or customer support role.
- Excellent written and spoken communication skills, and be able to demonstrate patience, diligence and show a keen eye for detail.
- Comfortable working in a fast paced environment, whilst remaining calm under pressure.
- Good overall IT knowledge including Windows operating systems and Microsoft Excel and Word products.
- Excellent time management with the ability to work under pressure and meet deadlines.
- Good personal organisation skills and able to work under own initiative.

DESIRABLE SKILLS / EXPERIENCE:

- Experience in residential sales, lettings or property management in the estate agency sector.
- Understanding of SLA and escalation procedures.
- Knowledge of estate agency software would be a real bonus.





If you are interested in applying for this role, please email your CV to careers@propertysoftwaregroup.com

