Level 3

**SENIOR PROFESSIONAL SERVICES SUPPORT CONSULTANT**

*We’re looking for a Senior Professional Services Support Consultant to join our growing team, based in Dundalk. This role is a full-time permanent position. The successful candidate will be reporting to the Support Team Leader. The role is office-based. With opportunities for career progression arising frequently in the company, Intact Software prides itself in facilitating career progression for its loyal, high performing employees.*

**The Role**

The Support team is made up of ambitious and conscientious IT / Business / Accounting qualified people who are keen to deliver high quality services to our partners and clients. Our support team ensures that our clients gain maximum benefit from our solutions by handling all support queries in a timely and competent manner. Senior Team members are responsible for handling more complex issues and supporting / mentoring more junior team members.

The Support Service provided by our Support team is conducted remotely and by phone and operates on a ticketing system.

**Key Responsibilities**

- Resolving customer problems and queries due to the implementation and subsequent live operations of Intact iQ ERP software on customer sites
- Log, Resolve, track all queries and update the help system accordingly
- Take ownership of all queries, Identify and highlight issues to relevant departments for resolution and follow through until resolved
- Communicate regularly with the customer making sure they are kept informed at all times of the status of their issue(s) until resolution is in place
- Identify gaps in the customer’s support agreement as sales opportunities and notify ‘Sales’ to quote customer
- To keep informed of new changes / defects that have been made to the program
- Assist and support your colleagues on your team in order to share knowledge and maximise team contribution
- Production and submission of documentation in line with company procedures and submitted in a timely manner.
- Timesheet completion in line with company procedures
- To keep informed of new changes / defects that have been made to the program
- Contribute to the development of your peers by coaching and mentoring less experienced team members
Knowledge and Experience

- Accounting knowledge at a business level. Sound working knowledge of customer and business account practices, including day to day transactions, month end, year-end and audit activities.
- A minimum of 3 years’ experience working as an implementation\support consultant for a software house.
- Proven track record in similar role.
- Excellent customer service and customer facing skills to work alongside customers on and off site.
- Advanced working knowledge of Microsoft Word, Excel and Project

Highly Desirable

- Experience gained in the distribution sector such as a Builder’s Merchant, Plumber’s Merchant, Electrical Wholesaler or other distribution or ERP businesses.
- Demonstrated Customer Service / Customer Relationship Experience
- Knowledge of Database platforms for ERP solutions preferably SQL Server

Personal Specification

- Excellent written and verbal communication skills with the ability to communicate at manager and user level
- Ability to present in a professional and structured manner with diverse groups of individuals
- Be able to investigate issues and devise effective solutions in a systematic and logical manner
- Ability to work under pressure with limited time, direction and guidance to complete tasks in a timely and accurate manner
- Be able to investigate issues and generate an effective solution in a systematic and logical manner
- Maintain professional communication and maintain a professional image in all situations
- Ability to work as an effective member of a team
- Work conscientiously and use own initiative
- Adopt a positive, pro-active approach to work
- Ability to recognise how, when and to whom an issue should be escalated.
- Be calm under pressure and manage stressful situations
- Ability to delegate and supervise activities and tasks.
- Production and submission of consultancy documentation / reporting in line with company procedures and submitted in a timely manner.
About Us
Established in 1992, Intact Software is an Irish owned progressive software company based in Dundalk. Our mission is to organise our customer's business information into an easy-to-use, single system where it can be leveraged to enable efficient daily operations. We give their businesses the tools and functionality they need to be more operationally effective and to grow accordingly.

Our Vision
It is our belief that companies with employee numbers of 5 to 1000 will have business software with equivalent or better capabilities than those of large enterprise. By removing the barriers associated with SME ERP software, Intact delivers enterprise class software to Medium and Small organisations.

Our Core Values
• Hire great people and trust them
• Build great products
• Delight our customers
• Add value with values
• Collaborate and work as one
• Innovate with purpose
• Listen to our customers, partners & to each other

Contact Details
If you feel you have the skills to add value in the role, please send your CV and salary expectations to:
Aine.Fox@intactsoftware.com

Intact Software is an equal opportunities employer