

Customer Support for Finance / Accounting software company

Validis is a late stage start-up company with an innovative SaaS / managed enterprise platform for the banking and finance sector. The company is currently on-boarding some major customers (incl. Big 4 audit firms and major banks).

We are currently looking to build our Customer Support team and for the successful applicant become a key member of our growing Operations team where your contribution truly matters.

The Operations Team manages all client services that are outside the scope of software development including pre-sales assistance, customer training, customer administration and customer support.

We are a small team seeking to grow over the next 2 years and are looking for people who will fit well with the team's flexible, collaborative and customer-focused culture.

If you are looking for an exciting opportunity in FinTech working in a vibrant environment this could be the [role for you](#).

Job Description

- Assisting clients with all support queries raised on our product portfolio, both on the telephone and on support software
- Maintaining records on all support calls taken using Zendesk
- Co-ordinating the resolution of technical issues to agreed SLA's
- Updating help sites and forums
- Maintain Internal Environments, keeping installed software up to date with recent releases
- Update help sites and forums
- Troubleshooting and reporting bugs Raising issues that require 2nd line assistance using Jira
- Managing the stream of support requests ensuring that all our clients are kept informed of the status of their issues
- Responding to all requests for support in a timely and professional manner
- Assisting with testing our products on an ad hoc basis
- Client training
- Work with one of our other team's as part of Development, Product, Projects, Operations, Technology, Account Man.

Skills

- English speaking
- Excellent oral and written communication skills
- Knowledge of accounting/finance industry an advantage
- Previous customer service experience
- Excellent documentation skills
- Experience of working with Financial Accounting Packages an advantage
- The ability to build rapport with customers/clients and build their trust
- Technical knowledge:
 - Word/excel/outlook
 - Windows operating system
 - Java

Qualifications

Ideally we are looking for a candidate who:

- Has experience in customer service
- An interest in technology and software
- A friendly, outgoing personality
- Enjoys assisting people
- Can do attitude
- Ready to 'roll-up' their sleeves and do what needs to be done
- Take initiative and responsibility for their workload
- A flexible attitude to cope with a variety of tasks in a growing team