

## Software Support Engineer – Job Description

**Recruiter:** SystemWise

**Closing Date:** 15/11//2010

**Duration of Employment:** Permanent

**Employment Start Date:** Flexible

**Location:** Edinburgh, SCOTLAND, EH12 5TS

**Salary / Hourly Rate:** £17000 - £20000 per annum + EXPENSES

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### The Company

Working for a busy support department in a small Edinburgh based software house, you will be providing Software Technical Support to a variety of companies based all over Scotland and Ireland. Established in 1988, the company delivers IT solutions for a wide range of customers, backed by unrivalled levels of service.

### The Role

This is a unique role where the successful candidate will have the opportunity to become involved in all aspects of the software lifecycle; design, development, testing, implementation, installation, training and support. We have three major software packages in the Property Management, Property Insurance and Law Accounting fields together with a number of smaller packages. You will receive incoming support calls from clients with problems and queries relating to these packages. You will provide support by advising and directing people over the phone, using remote access tools to fix problems or travelling to the client's site to deal with support.

### Essential Requirements / check list

You will be joining a very friendly and supportive team and you will be given full training on the software.

You should have a relevant computer / software related degree.

You should possess a strong interest in the development lifecycle, processes and fixing software bugs. Ideally this will be demonstrated by relevant work experience.

You must have excellent client facing, communication and problem solving skills.

You must have a basic understanding of accounting as the majority of our software is accounts based.

You must be able to prepare excellent written documentation and be able to assist with the compilation of training materials.

You must hold a current UK drivers licence.

You must be UK based and able to attend an interview in Edinburgh.

Salary £17,000 - £20,000 depending upon experience.

### To apply

If you feel you meet the above requirements then please send a copy of your CV to [info@systemwise.co.uk](mailto:info@systemwise.co.uk) with a supporting letter that confirms how you match all of the essential requirements above. Applications with covering letters will be dealt with as a priority.