

## **Trainee application support analyst**

### **The role**

Synergist is a successful, expanding business, about to launch a new platform for its software services, which enable our clients to manage their business finances and workflows more efficiently. A central part of our expansion is the need to provide expert and timely support to users with widely varying requirements and levels of expertise. This is a role for a confident communicator with good written English skills who is also a problem solver with a keen interest in computer technology. The role is office based in a pleasant canal side mill in Bollington.

We are offering a starting salary of £16,000 - £18,000 per year. 20 days per year paid holiday, rising by 1 day per year to a maximum of 25 days.

### **Responsibilities**

- Logging support requests received by telephone and email, and owning them to final resolution.
- Technical, functional and process support to users on Windows, OS X and iOS.
- Call escalation to senior support analysts, or development where required.
- Support the development and release cycle by assisting with product testing.
- Updating knowledgebase to ensure support collateral remains up to date and accurate.

### **The person**

An enthusiastic, positive team player who always wants to do the best job possible. You'll need an understanding approach and a confident manner in spoken communication, and excellent writing skills.

An interest in and experience of computer networks. Our software is used on Windows, OS X and iOS.

Experience of working in a customer-facing service or support role is desirable, as is experience of basic accounting practices and / or accounting software.

**Apply by** sending CV and covering letter to [vacancies@synergist.co.uk](mailto:vacancies@synergist.co.uk)