

Application Support

- Adelaide CBD Location or Remote Working for interstate candidates
- Permanent Position
- Be part of a growing team of professionals
- Share our success - join the team now and grow with the company

The Application Support position is based in the Adelaide CBD (or Remote Working for the right interstate candidate) with a new IT division within an existing group of companies.

The Company

The company was formed to service a growing demand for SaaS connectors between Construction and Accounting platforms. Founded in 2018, the team has already acquired in excess of 100 clients around ANZ and this growth looks set to continue.

About the role

This position reports directly to the Technical Lead. Client satisfaction is central to the SaaS business model and therefore we require someone who is able to provide a great experience by actioning all support requests and servicing our customers in a timely, positive and professional manner.

With comprehensive product training given, we are looking for someone with an existing knowledge of finance/accounting who is eager to learn about our technologies. Taking ownership of this entire function, you will be handling support requests from first contact to close out. We're looking for an excellent operator and communicator who can work collaboratively with our team whilst being able to work independently as required.

You will be exposed to many exciting disruptive and marketing leading technologies, applications, and systems, providing you the opportunity to up-skill, provide proactive solutions and never get bored!

This position will be an office based role however could entail opportunities for interstate travel in the future if the successful candidate desires.

Duties and responsibilities

Provide phone, email and potentially onsite support to customers across Australia, New Zealand, and globally. You will have previous customer support skills from the Construction and/or Finance/Accounting fields with the following skills:

- Onboard new users and customers
- Previous technical problem solving and troubleshooting skills
- Previous customer service skills
- Identify trends with issues and potential issues
- Work with cross-functional teams
- Root cause analysis

Desirable experience:

- Understanding of databases
- Knowledge of Accounting or Finance
- Knowledge of the Construction Industry would be highly regarded

Qualifications and Experience

- Must have at least 3 years previous IT experience in helpdesk or onsite roles
- Related qualifications or University education will be favourable

Culture

We are an off shoot of a larger group of software service companies, allowing us to be agile and function like a start-up whilst having the benefit of a well-regarded parent company.

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your resume. Only applications submitted through Indeed will be accepted.

We will only contact successful applicants.