



Job Title: **IT SUPPORT & DOCUMENTATION OFFICER**

Company: AMX Solutions Ltd

Location: Bristol & Bath Science Park, Dirac Crescent, Emerson's Green, Bristol BS16 7FR

Position: Permanent, Full-Time (would consider a minimum of 25 hrs Part-Time*)

Salary Range: Up to £24,000 per annum, dependant on experience Pro rat'd for Part- Time)

AMX Solutions Ltd (AMX) has over 10 years' experience as a leading provider of Infrastructure Asset Management software in the UK and to users worldwide, excelling in the delivery of high quality, customisable asset management software to support organisations' key aims and objectives.

Job Description

We're looking for a bright, personable candidate to join our friendly team in a dynamic, fast growing company based within the Bristol & Bath Science Park. This is an excellent opportunity to further your career in the IT sector in a blended role that combines Front Line Support with Technical Authoring. The role is subject to a 6 month probationary period.

*For the right candidate with strong skills we would consider part-time hours provided they are worked Monday to Friday between 9am - 5pm eg no less than 5 hrs per day/25 hours per week, with the salary pro-rated accordingly.

To support new and existing customers we are looking for a confident individual to provide technical support to end users. Your Main Duties will include:-

Provide Front Line Support:

- Verify/duplicate the exact problem.
- Raise a bug fix form with detailed information about the issue. Include process flows, decision/action outputs and specify any rules required to help Developers code a solution.
- Liaise with customer and second line support to resolve issues on the phone, Skype for Business and e-mail.
- Update help material to reflect the change and upload to our online Customer Support site.
- Set up new user account access to the Support Site. Action licences and set-up new users.

Documentation:

- Produce procedural documentation, diagrams and written instructions for repeated support calls to enable customers to help themselves using our Support website.
- Create and update training manuals.
- Help with documentation used across the company.
- Help with project documentation.

Essential Experience/Skills

- Minimum of 1 years' experience in a similar IT role.
- Experienced at working with IT systems, especially with databases eg. Excel, Access, SQL Server.
- Strong verbal communication skills and enjoys interacting with customers.
- Excellent document skills with good spelling/grammar.
- Proficient with IT including MS Office, image and video editing.
- Ability to quickly learn new skills and good at problem solving.

Qualifications

- A Level English or similar, with good grammar and attention to detail.
- A degree in Information Technology or Computer Science would be advantageous.
- The candidate must be able to prove their eligibility to work in the UK.

Desirable Experience

- Experience in Asset Management or engineering.
- Experience of Teamworks Projects would be advantageous.
- Experience with working for or with Local authorities or similar organisations.

This is an exciting opportunity for a motivated and versatile individual looking to demonstrate their passion for IT, build on their IT knowledge and grow with our organisation.

We are required under GDPR law to obtain your informed consent about the data that we may hold about you as it provides you with a better understanding of how we will use your data for our recruitment process. Please read through and understand our [Privacy Policy](#).

If you agree to our use of your data and wish to progress your application, then please e-mail your CV to helen.lake@amxsolutions.co.uk inserting the following consent statement:-

"I, [insert your name] on [insert today's date] hereby freely give AMX Solutions Ltd consent to use and process my personal data relating to my job application, as stated in the AMX Solutions Ltd Privacy Policy, in line with current GDPR guidelines".

We regret that any applications received without this explicit consent cannot be acknowledged and the application/CV data will be deleted immediately.

Closing Date for Applications: Monday 11th February 2019.

Recruitment Agencies: We will only be considering direct applicants initially; if we require help to fill the position after the closing date then we'll contact you.