



Job Title: Trainer & Customer Support Assistant

Company: AMX Solutions Ltd

Location: 1st Floor, 4 Brook Office Park, Folly Brook Road, Emerson's Green BS16 7FL

Position: Permanent, Full Time 37 hrs per week

Standard AMX working hours are Mon – Thu 0900-1700 and Fri 0900-1630. AMX expects to extend Customer Support hours in 2021 to Mon – Fri 0700-1900 which will require 8 hrs worked daily as either Earlies working 0700-1500 or Lates working 1100 – 1900, both with 30 mins lunch break. Rotas will be set/change every fortnight eg no split weeks.

Salary: Up to £23,000 per annum (dependent on experience)

AMX Solutions Ltd 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:-

Reporting to the Business Development Manager initially, we're looking for a bright, personable candidate, with a minimum of 1 years' experience in both Technical Training and 1st Line Customer Support, to join our friendly team in a dynamic, fast growing company based within the Brook Office Park, Emerson's Green. This blended role is subject to a 6 month probationary period.

Working alongside senior members of the Business Development and Customer Support Teams, this role will support AMX customers in a blended role that combines Technical Training with Front Line Support, with particular responsibility for one of our major clients.

Your main duties will include:

Training & Documentation

Initial 6 months focussed on:

- Generating bespoke support artefacts for our major client (guides, manuals and videos).
- Produce procedural documentation, diagrams, and written instructions for the customer with focus on maintaining the major client's support portal
- Create and update AMX training manuals for the major client.

After 6 months responsible for:

- Delivering some training to all AMX sectors.
- Help with technical, training and project documentation used across the company.

Provide Front Line Support (after initial 6 months):

- 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 2nd line support to resolve issues on the phone, MS Teams 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.
- Follow best working practices as defined in ISO/AMX Policies.
- Any other task as directed by the Line Manager.

The successful candidate MUST have a minimum of 1-2 years' IT Support experience with:-

- Experience communicating technical issues with development and testing team members.
- 1-2 years of technical training delivery.
- Minimum 1-2 years in a similar blended Training/Customer Support role.
- Excellent oral and written communication skills.
- Excellent document skills with good spelling/grammar.
- Excellent MS Office, image and video editing skills.
- Ability to quickly learn new skills and good at problem solving.

Desirable Experience:-

- A degree in Information Technology or Computer Science would be an advantage.
- Experience working with customers.
- Experience in Asset Management/Engineering advantageous.
- Experience of Teamworks projects would be advantageous.
- Experience with working for or Local Authorities or similar organisations.
- Previous experience working with ISO (9001 & 27001) would be advantageous.

Qualifications:-

- A Level English or similar, with excellent grammar and attention to detail.
- The candidate must be able to prove their eligibility to work in the UK.

Please note that this role is predominantly be based at our offices and is not expected to involve any business travel.

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: **Friday 27 November 2020.**

Recruitment Agencies: We already have a preferred supplier list in place which will be reviewed annually.