

## **JOB DESCRIPTION**

<b>Job Title:</b>	Application Support Technician
<b>Department / Business Stream:</b>	Cambridge English / Network Services
<b>Location:</b>	Cambridge
<b>Reports to (job title):</b>	Application Support Manager

## **JOB PURPOSE**

To provide technical support and guidance in the use of Cambridge English bespoke developed software systems to customers and internal staff, and to ensure that they are trained to use them in the most efficient and productive way. To provide a specialist resource for User Acceptance Testing of new systems and to contribute to the design and functionality of those systems as appropriate.

## **PRINCIPAL ACCOUNTABILITIES**

- To provide expert-level technical support to customers and staff for Cambridge English software products and web-based systems. The end result is to ensure that any issues with the systems are efficiently resolved, thereby ensuring that any disruption to the examination lifecycle is kept to a minimum.
- To devise and conduct a variety of training sessions, both face to face and online, to train customers and staff in our software products. The end result is to ensure that customers are sufficiently trained so that they can use the software effectively.
- To produce training materials, manuals, FAQs, knowledgebase articles and interactive demos of new and existing software, to ensure that customers have on-demand access to a high quality range of materials. The end result is to provide a cost-effective means of customers being able to train themselves in how to use a system, in cases where face to face training is not appropriate or practical.
- To take an active role in the UAT of new software products and services, and lead the team's UAT contribution for specific, identified projects. The end result is to ensure that the software being released is of a high standard and defect-free.
- To provide dedicated on-call support outside of normal office hours, particularly for high-stakes computer-based sessions and during the rollout of new packages. The result of this work is to ensure that candidates entered for CB exams are able to take the exam, even in the event of technical difficulties



- Analyse trends of incoming support for software, to identify if enhancements or product fixes are required, and to feed these back to the project/development team.

To represent Application Support and Customer Services generally on project boards related to the development of new systems

## **KNOWLEDGE, SKILLS & EXPERIENCE**

### **Qualifications**

- Educated to degree level, or have equivalent experience
- Formal IT qualification, such as ISEB Software testing qualification, ITIL certificate or equivalent.

### **Skills**

- An excellent oral and written communicator, and the ability to deal with non-native speakers of English on technical matters.
- Ability to deal effectively with difficult situations in a calm, controlled manner, and to professionally manage customer expectations
- Ability to create interactive, multimedia training materials such as Flash or Captivate movies.
- Excellent technical skills in a Microsoft Windows environment, in both desktop and server operating systems, websites and databases.
- Ability to work under pressure and to meet deadlines and targets.

### **Experience**

- A proven history of delivering successful training in software products
- Previous experience of working in a technical support or training environment
- Experience of managing a complex daily workload

### **Behaviours**

- A calm and methodical worker able to work efficiently under pressure whilst dealing with frontline customers in sometimes very stressful situations.
- Willing to go the 'extra mile' to ensure the customer receives an excellent level of service.