ESPA

Software Support Internship_ Web Tech (COUSoS1204)

Apply here

Role

This is fantastic opportunity for a confident problem solver to gain practical experience with this host in the field of post sales Technical Support for their cloud-based Spending Solutions Platform. Mentored throughout, and as part of a 100-strong global team, you will assist in troubleshooting any technical issues that customers may have with the platform. Using your knowledge of operating systems, programming and web technologies you will be required to deliver solutions in a timely manner to ensure complete customer satisfaction. For the selected candidate, this important multi-skilled role will provide a great learning and development experience.

Tasks

- Answering 'how to' technical and application configuration questions
- Assisting in trouble shooting 1st level technical issues
- Work with other business units, as required, ensuring strong customer satisfaction; including the Integration team, Operations and Customer Success/Care
- Business Event Monitoring of customer production environments
- Manage customer expectations and experience in a way that results in high customer satisfaction
- Creating knowledge articles in the company knowledgebase for use by the customers

Personal Skills

- Bachelor of Science degree in Computer Science, Information Technology or related field
- A fast learner, self-motivated and able to work in a fast-paced, start-up environment
- Committed and believes in providing quality customer service
- Technically experienced (academic or commercial) in Linux, Unix and ideally other Operating Systems
- Keen on learning scripting or has some prior experience already in Bash, Shell, Python or other scripting language
- Curious to understand or has experience in web technologies such as XML, XSLT, DOM, HTML and other Web technologies (advantage)
- Excellent written and verbal communication skills
- The ability to clearly articulate solutions to complex technical problems in a clear and simple way

Good to have but not essential:
- Experience of working directly with external customers in a technical support environment ideally in an enterprise software or SAAS (software as a service) company would be a bonus
- Experience using CRM and/or helpdesk call tracking and issue tracking tools

The Host Company

The host company is a world leader in the provision of unified cloud Spend Management Solutions for medium and large size enterprises that typically operate on a global scale. The software platform provides greater visibility into and control over how companies spend money, achieving significant savings and driving profitability. Since its launch this platform has helped customers globally to bring billions of dollars in cumulative spend under management. Expanding rapidly, this host is seeking talented individuals join them in their success.