

Customer Software Support Engineer

Full time, 37.5 hours

Home based

£30,000 per annum DOE

About us

Union Street Technologies is the UK's leading provider of telecoms billing, provisioning, and customer management solutions to service providers operating in the communications, data, and IT sectors. Our multi award-winning software solutions are used extensively throughout the UK and Europe to manage communications and data services including fixed line, cloud, mobile, data and next generation networks.

About the role

We are seeking an experienced Software Support Engineer with a good knowledge of software, infrastructure, and programming skills to join us on a permanent full-time basis. This role will be based remotely. You will attend daily, remote, scrum meetings and occasional team and company meetings at one of our offices around the country.

Working as part of the Wisdom team, the role will be to maintain the infrastructure require you to provide 2nd line technical support for software Wisdom, our award-winning Electronic Document and Record Management System (EDRMS). When assisting the support team, you will investigate, troubleshoot, and respond to customer enquiries, faults and change requests from an established customer base including local government and housing associations, providing solutions to cases logged on our internal case management platform. This role may be dedicated to a specific customer, should the need arise.

What you'll be doing

- Migrating the existing infrastructure from its current to a new location
- Upgrade and update existing application software used by the development team
- Working with C#, JavaScript and SQL in the .NET Framework to investigate, troubleshooting and diagnose technical issues with the Wisdom software
- Undertaking change requests and configuration of Wisdom software and database through SQL Server Management Studio (SSMS)
- Prioritising and managing multiple open support cases at any one time
- Identifying trends in common support cases and proposing solutions on how to proactively reduce avoidable incidents
- Delivering an exceptional customer service experience by ensuring that cases are responded to in a professional manner and in accordance with customer SLAs



- Contributing towards the maintenance of the company's internal support documentation and knowledge base
- Providing training and advice to customers and team members
- Acting as a primary point of contact for customer support enquiries
- Monitoring cases to ensure senior staff are informed about issues before they escalate
- Responding to and keeping internal support cases up to date with progress
- Learning how to support new technologies and solutions as they are developed
- Working closely with members of the team from 1st through to 3rd line support
- Proportional contribution towards team KPI's and objectives
- Attend meetings with the customers
- Represent the company at Change-Advisory Board (CAB) meetings
- To preserve information security, report security breaches, in line with the **Information Security Policy**, and to act in accordance with the requirements of the Information Security Management System

What we are looking for

- Demonstrable experience in an IT technical role in a Windows Active Directory environment, ideally with balanced elements of Infrastructure, Support and Development.
- Good working knowledge of:
 - Windows including Administration (Server and Client Operating Systems)
 - Internet Information Services (IIS)
 - Authentication
 - Virtual Machines
- Proven communication skills and ability to engage with people possessing various degrees of technical understanding
- Self-motivated and driven, with the ability to multitask and respond well under pressure
- Ability to manage time and prioritise work effectively

Desirable skills/experience:

- Familiarity with programming .Net, C#, JavaScript & HTML and SQL Scripting
- Familiarity with programming Angular and Cordova
- Familiarity with source controls (TFS, Azure Dev Ops, GITLab)
- Familiarity with SQL Server Management Studio Services (SMSS)
- Familiarity with SQL Server Reporting Services (SSRS)

What's in it for you? Why should you come and work for us?



Our benefits consist of; Flexible working with options to suit your day and your routine, no dress code (you, do you), days off for special life events, annual leave increments each year, option to purchase additional annual leave, a wellbeing and engagement team, recognition and team/industry events as well as a whole host of other benefits which can be found on our website www.unionstreet.co.uk on our Careers page.

Union Street is an equal opportunities employer, and we positively encourage applications from all eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy or maternity.

We aim to ensure that all applicants are provided with the same opportunities during the recruitment process, and, to that end, we strive to comply with the duties placed upon us to make reasonable adjustments as prescribed by the Equality Act 2010. Should you have a disability or long-term health condition and require a particular adjustment to be made to allow you to fully participate in the recruitment process, please ensure you let me know.

Successful applicants will be required to provide references and proof of right to work in the UK, unrestricted.