



Customer Support Operator

The post will be located at the Symology offices at Glenbervie Business Centre, Larbert.

The post holder will provide customer support to the user community of the Scottish Roads Works Register which currently comprises fifty two organisations including all Scottish Local Authorities, the Scottish Executive, and all major Public Utility companies. The post holder will also provide support for other Symology products and customers in Scotland. Candidates must be self-motivating, able to control and monitor their own workload, have excellent communication skills, and acceptability to the professional customer staff with whom they will have contact.

Responsible to: Customer Support Supervisor

Hours: 37¹/₂ hours per week to be worked between 08.00 and 17.00

Post available for part time or job share: No

Duties:

- Attend training provided by Symology in Scotland or Caddington/Dunstable and maintain an up to date knowledge of the SRWR system and other Symology products.
- Provide support and advice, via telephone, e-mails and other online facilities which may be set up, to SRWR users including:
 - Users requiring advice due to their inexperience of the system
 - Users requiring advice regarding better ways of using system
 - Users requiring advice on correct procedure - found from Symology system monitoring
 - Users experiencing technical problems with the system
 - User administrators requiring advice to carry out agreed functions
- For the small number of issues which cannot be dealt with locally, liaise with Symology second-line support and development staff based in Caddington/Dunstable, to provide a coordinated response to customers.
- Take telephone calls from people and organisations outside the user community, or from users, and enter data to create plant queries (PIR).
- Take communications by email or web forms for the above and enter data into system.
- Provide support for other Symology products.
- If required, assist in the provision of presentations and training for Symology customers including attendance at training events.
- Provide feedback to other sections of Symology regarding user aspirations for enhancements to the products, or other comments.
- Assist in the general administration activities of the office, as directed
- Other duties which Symology may from time to time assign to the post holder