

## **Customer Support Specialist**

An exciting opportunity to join a dynamic team supporting blue chip multinational customers such as IBM, Vodafone and O2.

Launched in 2009, Vortex 6 offers consultancy and software services to channel partners of major IT vendors such as Cisco, HPE, Juniper, Microsoft, Oracle, VMware, Citrix, Red Hat and others. Using their unique software to enable customers to simplify their relationship and compliance needs including program rules, certifications, training, exams, costs and rebate management.

As a first point of contact, you will work closely with Vortex 6's customers to provide first class consultancy support and ensure they fully understand the software programme in order to gain the maximum benefit from it.

This will include:

- Building excellent customer relationships
- Training and supporting customers to use the V6 Fusion software
- Identify and analyse any issues or bugs
- Developing an in-depth knowledge of all IT Vendor programs
- Ensuring that the software is updated with rules and requirements from IT vendors and communicating this to customers
- Collating feedback from customers and IT vendors to further enhance and develop the capabilities of the software
- Attend meetings with the development team and test new products prior to release
- Supporting the sales team
- Contribute to the development of the infrastructure and systems required to ensure we deliver a truly first class customer experience

The person we need will have:

- Outstanding verbal and written communication skills
- A positive, determined and confident approach to customer service
- A high level of attention to detail
- Excellent time management and a high level of self motivation
- The ability to grasp new concepts easily
- Creative problem solving skills
- Interest and enthusiasm within the IT industry

Ideally you will have some previous customer service experience but we will also happily consider college/university leavers with the skills outlined above.

In return, you will receive on the job training and personal coaching in this close-knit exciting team. Formal training programs will be provided where required. We pride ourselves in our open and inclusive approach where you can discover all areas of the business and contribute to the success of the company.