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Vantage Technologies

Vantage House
Rother Valley Way
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JOB DESCRIPTION

Job Title:	Junior Support Officer
Salary range/pay band:	£21,000 - £23,000
Reports to:	Customer Success Manager
Hours:	37.5 hours per week
Location:	Remote Working/ Vantage House, Sheffield

About us

Vantage Technologies is a fast-growing SaaS company transforming healthcare with our cutting-edge incident, risk and compliance software. Initially developed for the charity healthcare sector, our versatile product is now poised to expand into the broader healthcare market.

We have ambitious plans for significant growth and are committed to continuously enhancing our product to meet the industry's evolving needs. At Vantage, you'll be part of a dynamic team where your contributions will directly shape the future of healthcare technology and help drive our success. Join us as we embark on this exciting journey to make a meaningful impact on the healthcare sector.

About the role

The Junior Support Officer is a vital member of the Vantage team. This role is responsible for providing first-line support to our customers by managing and resolving support tickets efficiently. It is an excellent opportunity to learn about our software and customer needs, with the potential to progress into a more senior implementation or support role in the future.



Work Relationships

- Reporting to the Customer Success Manager
- Customers at all levels

Responsibilities

Support:

- Provide timely responses to customer support tickets, resolving issues or escalating where necessary.
- Assist customers with troubleshooting software issues and providing guidance on system usage.
- Ensure the Helpdesk system is updated with accurate details and resolution notes for each ticket.
- Communicate effectively with customers to maintain high satisfaction levels.

Learning and Growth:

- Shadow senior team members during customer implementations and system configurations to learn the process.
- Gain an understanding of software functionality and its application across different sectors.
- Support the implementation and support team with documentation and implementation tasks.

Collaboration:

- Work closely with the Support and Implementation teams to ensure a seamless customer experience.
- Provide feedback to the Product and Development teams on everyday issues or feature requests.
- Contribute to the improvement of internal support processes and documentation.

Experience and skills

Essential

- Excellent communication and problem-solving skills.
- Strong organisational skills with attention to detail.
- Ability to learn technical concepts quickly and apply them effectively.
- Customer-focused mindset, with a desire to provide exceptional support.
- Willing to travel.

Desirable

- Excellent communication and problem-solving skills.
- Strong organisational skills with attention to detail.
- Ability to learn technical concepts quickly and apply them effectively.
- Customer-focused mindset, with a desire to provide exceptional support.

Personality

We are looking for someone who is:

- Confident and eager to learn new skills.
- Positive, proactive, and hardworking.
- Collaborative and respectful of diverse perspectives.
- Passionate about delivering a high standard of customer service.
- Ready to embody Vantage's values – Accessible, Adaptable, Committed, Human, and Trusted.