



Job title	Client Service Team Executive
------------------	-------------------------------

The package	£18K – 23K, depending on experience
--------------------	-------------------------------------

Benefits	Share options, income protection, Death in Service
-----------------	--

Location	Parsons Green, SW London
-----------------	--------------------------

About us	<p>It is an exciting time to join systemsinc solutions. Our innovative product automates the delivery of data between payroll, AE middleware and pension providers. We are a new specialist provider of integration solutions (iPaas), a \$1.6 bn high growth global market and our product is the only one of its kind in the UK.</p>
-----------------	--

As a place to work, we are entrepreneurial in spirit where no two days are the same. You will be part of a success story of a disruptive technology business where the opportunities for development and growth are endless.

You will act as a first line support technician for our client base, offering advice and resolving issues efficiently.

This is an opportunity to learn extensively about the company and provides the opportunity to develop and move into different roles as the company expands.

You will report directly into the Client Services Team Manager.

Key responsibilities:

- First point of contact for client technical queries, resolving issues efficiently
- Trouble shoot technical issues clients may have
- Maintain up to date records of issues
- Provide advice and support via webchat
- Provide advice and support via e-mail
- Provide advice and support via phone



- Spot early issues and feed these back into the management team
- Manage support requests efficiently
- Prioritise issues and determine appropriate escalation

Essential skills, experience and education:

- Bachelors degree desirable
- Experience in a helpdesk environment within financial services desirable
- Excellent verbal and written communication skills
- Experience in a SLA environment, dealing with high volume, multiple users