

## Business Software Support Consultant

**Company:** Trojan IT Business Solutions Ltd.

**About Us:** Trojan IT is a leading Software and Managed Services Provider known for our exceptional customer service. We pride ourselves on delivering tailored IT solutions that meet the unique needs of our clients, ensuring their satisfaction and success.

Based in Boyle, Co. Roscommon since 1988, Trojan IT has operated successfully in Ireland for over 35 years and have established ourselves as one of Ireland's leading IT solutions providers, offering comprehensive IT Solutions including Accounting & Business Management Software, Managed IT Support Services to SMEs, public bodies, and multinational clients. We understand the integral role IT plays in all organisations and how essential it is to have an IT Partner that will ensure the optimal running of our clients' IT Systems and the security of their data.

Due to increased growth and demand for our services we have positions available for suitably qualified and experienced people that are interested in Accounting and Business Management Systems.

We are currently recruiting for enthusiastic, Business Software Support Consultants to support our IntactiQ software clients.

### Role Summary

As a Business Software Consultant, your primary responsibility will be to assist clients with the installation and support of accounting systems. This will involve working closely with clients to understand their business requirements, designing solutions to meet their needs and implementing those solutions in a timely and effective manner. The role also involves managing the customer support portal. This role would suit a solution focused self-starter.

### Duties and Responsibilities

What your role will involve:

- **Consultancy**
  - Implementation of Accounting Software, to include business process reviews, project management, data migration and training of end users.
  - Collaborate with other team members, including developers, project managers, and sales personnel, to ensure smooth delivery of projects .
  - Participate in the development and maintenance of software documentation and user manuals.
  - Work with clients to identify opportunities for further business process improvements.
  - Documenting information through call / ticket logging system.
  - Continual upskilling on advancements in systems and industry trends.



▪ **Support**

- Provision of Customer support dealing with general queries by phone and e-mail regarding software issues.
- The ideal candidate must be primarily an excellent communicator and able to remain calm and composed, especially in emergency situations.
- Pre-process service requests as they arrive through email, manual entry, or direct customer input.
- Monitor all aged tickets and SLA's daily, to expediate their resolution.
- Review assigned tickets daily. Obtain status, arrange rescheduling where necessary and report key KPI's to the leadership team.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.
- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Direct investigations to verify and resolve customer complaints.



### Qualifications, Knowledge, Skills, and/or Abilities Required

- A day to day working knowledge of Accounting or Business Management Software systems.
- A strong accounting knowledge with an Accounting Technician or similar qualification.
- Excellent Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Troubleshooting skills.
- Customer training experience.
- Proficiency in Microsoft Excel.
- Proficient in English (oral and written).
- Excellent organisation and time management skills focusing on priority issues.
- Positive and supportive team player.
- Strong Communication and presentation skills.
- Skill in leading people and getting results with a strong customer orientation.
- Ability to multi-task and adapt to changes quickly.
- Strong Troubleshooting Skills from root cause analysis to problem resolution.
- Self-motivated with the ability to work in a fast-moving environment.
- Full clean driving licence.

### What We Offer:

- Competitive salary and benefits package.
- Opportunities for professional growth and development.
- A supportive and collaborative work environment.
- The chance to work with cutting-edge technologies and innovative solutions.
- The opportunity to make a significant impact on our clients' success.
- Hybrid working model.

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