



Role Overview: Due to consistent growth and demand for the Gold-Vision CRM solution, we are seeking a key new member to join our team during this exciting period. The new Customer Support Consultant will have gained solid experience in a software support role with strong working knowledge of Microsoft technologies including Office, Windows & Exchange. Most importantly this ambitious individual will have excellent communication skills, be well organised and possess a "can-do" attitude.

Esteiro Business Solutions, established in 2001, are the software authors of Gold-Vision, an innovative CRM solution that is fast becoming a leading system in its' field together with an integrated email marketing module, Gold-Vision Connect. With estimated customer numbers set to be close to 200 by the end of the year, Gold-Vision is now widely recognised as a premier CRM choice. This is further backed up with a highly skilled technical team who can provide a wide range of integration options.

For the right person this interesting role provides an excellent opportunity to develop their career in a fast growing and progressive company.

- Job Title:** Customer Support Consultant – Gold-Vision CRM
- Objective:** Provision of 1st line customer support for Gold-Vision CRM.
- Responsible to:** Senior Developer/ Business Systems Consultant
- Salary:** Competitive salary - depending on experience and qualifications
- Hours:** Normal office hours: 9am to 5.30pm (37.5 hours/week)
- Location:** Based from Esteiro Offices in West Haddon, Northamptonshire - travel to customer sites as required (use of own car essential - travel expenses paid for business mileage)

Key Responsibilities:

CRM Customer Support and Software Implementation:

1. Provide first line support to Gold-Vision customers.
2. Assist with resolution of related Windows, Microsoft Exchange and SQL database queries.
3. Follow the Gold-Vision support process by taking and logging customer calls, providing first level advice and support to rectify problems experienced by the customer and refer to a higher level consultant where appropriate.
4. Complete installation of Gold-Vision software as required or assist customers with their installations.
5. Provide upgrade assistance for subsequent new releases and complete Gold-Vision upgrades for customers as required.

6. Assist with implementation projects to ensure quality delivery of the Gold-Vision CRM system for customers.
7. To take responsibility as required for maintenance of current systems including the logging of system bugs to enhance ongoing functionality of the Gold-Vision product.
8. Advise customers on data import work and undertake completion of this work as required.
9. Explain basic features of the system to end users and provide training for customers as required.

General:

- Work closely with implementation, technical development and sales & marketing teams.
- To assist with pre-sales, for example:
 - to provide technical information to prospects such as technical infrastructure advice
 - attendance of pre-sales meetings and marketing events
- To undertake other duties which fall within the scope of the post as determined by the Board of Directors.
- To undertake training as required.
- To submit work reports and timesheets as required following provision of professional services to clients.

Person Specification:

Essential Role Skills:

Degree or equivalent in Computer Science or similar subject.

One year or more professional experience of working in a software support or development role.

Strong working knowledge of Microsoft Office Software (in particular Word and Excel) as well as E-mail systems (especially Outlook) and internet browsers (Internet Explorer, Firefox and Google Chrome).

Strong knowledge and experience of Microsoft Windows & Exchange Server and Client platforms, including Windows Server 2008 and Windows 7. In particular: Troubleshooting, performance monitoring and general administration.

Knowledge and experience of Windows permissions and Access Control Lists plus a working knowledge of the Windows Registry system.

Working knowledge of networking systems and the internet. In particular port routing, external user access techniques and VPN knowledge.

Knowledge and experience of working with databases, in particular Microsoft SQL Server in the following areas:

1. Installation and requirements
2. Writing SQL queries, Stored Procedures, Functions and Views

Database Maintenance and problem troubleshooting

Knowledge and experience of working with mark-up languages. In particular XML and HTML (inc. DHTML/XHTML). Both site architecture and page layout and design skills potentially required. XSLT experience would be desirable.

Desirable Role Skill: Experience with Internet Information Services and in particular deployment of .Net web applications.

Essential Personal Skills:

Strong customer-facing and telephone skills

Excellent communication skills, both written and verbal

Highly organised, able to manage own time and work in an effective manner under pressure and to tight deadlines

Enthusiasm to learn and develop relevant skills

Be able to work as a team player and have a "can-do" attitude"

Be able to work flexible hours when required

Commitment to equal opportunities

Own car, full driving licence, willing to travel nationwide (& possibly international)