

JOB DESCRIPTION

Job Title: Customer Support Coordinator**Group:** Business Development**Salary Band:****Reports to:** Support Team Leader

ROLE PURPOSE

The job holder is expected to coordinate customer support, triaging queries and dealing with customer's licensing, technical and scientific issues. They will liaise with second tier support staff for assistance with more complex queries and communicate responses back to the end user. They will also contribute to maintenance of our web-based support knowledge base, user documentation and testing and release of CCDC software.

MAIN DUTIES AND RESPONSIBILITIES

1. Monitors the support queue and replies to standard technical and scientific queries from industrial and academic users/potential users by email, phone or webex.
2. Liaise with other CCDC staff where expert knowledge is required to answer support queries and escalate queries to second tier support where required.
3. Record bug reports and improvement requests obtained from our support system with suitable detail to allow them to be prioritised effectively by Product Owners of CCDC applications.
4. Assist with updating the Support sections of the CCDC website to ensure it provides effective and up-to-date information; facilitate users to find help for common issues.
5. Participate in creation and maintenance of product installation notes, user guides, tutorial, teaching materials and release materials.
6. Become familiar with the installation and use of all CCDC products to provide effective support.
7. Assist with the testing and release of new software and become familiar with the new features they contain.
8. Acquires and continually improves the knowledge and skills required for 1-7 above.
9. Works effectively with other members of the Business Development Team, and other groups within CCDC, providing cover for others as required.
10. Works with the Support Team Leader and Product Owners to provide knowledge of the customer's experience and suggest improvements in CCDC processes or applications that would improve it.

Our Values**Quality, Innovation, Passion, Community, Collaboration, Integrity, Customer Centricity, Agility**



This job description and person specification are only an outline of the tasks and responsibilities required for the role. The job holder will carry out any other duties as may be reasonably be required by their line manager.

Our Values

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