

August 2021

Leading international software supplier is looking for a software helpdesk team member to assist & support a rapidly growing national customer network.

Technical Support and Training Coordinator

- Well Established International Software Supplier
- Home Office Environment
- Innovative Estimation Software Program

Our Client

Our client is an international market leading company which specialises in software programs that caters to residential and commercial window and door products, including curtain wall construction. They have an opportunity for a technically astute Customer Software Support Team Member to assist with a rapidly growing customer network.

What they offer

Because they thrive on seeing their people achieve outstanding results and believe that rewards should match effort, our client is offering the right person with drive and enthusiasm the following:

- Competitive base salary
- Superannuation
- Ongoing training and development
- Strong career progression

Your responsibility

Currently home based and reporting to the Technical Manager, this role will be pivotal in providing accurate and timely help desk support. You will liaise with customers, external sales staff and other internal parties to achieve best practice customer service. Other key responsibilities will be:

- Recording all customer activity in the customer contact database
- Downloading and assisting with estimation files for conversion to software system format
- Answering telephone calls and responding to customer software issues
- Involvement in the ongoing development, design and maintenance of the software systems

What you will bring

This full-time position will suit someone who:

- Has excellent overall communication skills
- Is tech savvy and systems orientated
- Has exposure to Softech V6, Windowmaker and/or LogiKal or other estimation software
- Enjoys the challenge of technical problem solving
- Is accurate, reliable and with a strong work ethic

Sound like you?

Then what are you waiting for? Hit the apply button to send a covering letter addressing the selection criteria and an up-to-date resume quoting reference No. KE 0303 or call David Esler on (0420) 905 580 for a confidential discussion.

Kaizen Executive

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