

Intern Support Technician

Fixed term- 1 year placement as part of university course

Annual Salary £16,303



synergy learning

Overview



About Synergy Learning

Established in 2005, Synergy Learning is a leading learning technologies company, located in Northern Ireland. We're a **remote first** global leader in the design and development of custom learning solutions, having helped clients in over 40 countries through more than 1000 projects. We are a certified Moodle partner and a Platinum Totara Partner and have won numerous awards in recognition for our work with these platforms. Our customers are the central focus of everything we do, and we work in partnership with clients as diverse as Ryanair and the National Health Service to help them improve their performance .

We thrive on teamwork and are a community of experts who are proud of our friendly and professional approach to getting the job done. Everything we do is underpinned by our vision, mission and values that are inherent to our day-to-day work.

Who We Are



Our Vision

To be the world leader in results-driven learning technologies that **Excite, Engage & Empower.**

Our Mission

To create incredible learning experiences using technologies that deliver tangible, compelling results for our customers

Our Values

1Team



While we may have different roles and work from different locations, we share a common vision, mission and values that focus our collective efforts.

Innovation



The platforms we build and the stories we create come from innovative, out-of-the-box thinking. We always look for someone who thinks differently.

WOW



We want to create a platform that is the best it can be, making the decision to choose Synergy Learning as simple as possible and deliver an experience that makes customers say 'WOW'

Passion & Commitment



Our team are hand-picked for their commitment to their craft and their work ethos. Passion for a job well done is the driving force behind everything we do.

Fun



We're focused on delivering incredible results but we have a good time! With social events and a range of team building initiatives, you're guaranteed to have a bit of fun too!

What We Offer



The Benefits



Welcome Pack with Latest Hardware



Bonus & Workplace Pension



Local Cafe Discounts



Perkbox Employee Perks Scheme



Monthly Social Events



Company Payday Drinks



Charity Initiatives



Free Tea & Nespresso Coffee



52 Hours Protected Learning



35 Days Annual Leave



Wellbeing Programme



Flexible Working Options

What We Offer



Job Purpose

Provide world-class technical support to our clients across a wide range of issues. Support Technicians are application experts. If they don't know something it won't take them long to figure it out!



Key Responsibilities

- Provide world-class technical support to clients via phone & support portal on Moodle, Totara and associated technologies.
- Manage support cases effectively through to completion
- Application integration & configuration with third party applications & services
- Installation, configuration, updating & upgrading of applications
- Assist in ensuring maximum security and performance of systems
- As experience & competence develop and as strengths and preferences emerge, a degree of flexibility with other tasks and responsibilities across the business is expected.

What You Offer



Skills & Qualities

This is a gateway role so no direct prior application experience is required however the candidate must:

- Have a strong desire to learn
- Possess a strong interest in technology
- Provide excellent Customer Service
- Be an excellent communicator both written & verbally
- Have strong interpersonal skills and a friendly, approachable demeanor
- Have excellent attention to detail
- Awareness of Version Control an advantage
- Awareness of HTML & CSS an advantage
- Be customer focused and care passionately about resolving issues for our customers
- Have outstanding team working skills and willingness to fully engage with clients
- Have strong documentation skills to enable thorough documentation of processes.
- Be able to work independently with adherence to best practice and attention to detail

Relationships & Reporting

Reporting to Lead Support Engineer

How To Apply



If you are a suitably qualified and experienced person and you think you would like to join us, then we'd love to hear from you!

Please use the link provided to send a cover letter explaining why you are the best person to fill this role, outlining your career objectives and how Synergy Learning can help you fulfil them. You should also attach an up to date CV, and answer the supplementary questions as thoroughly as possible.

We are an equal opportunities employer and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by females in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any reasonable adjustments to assist you in applying for this role, or in due course attending an interview, please let us know and we will do all we can to facilitate you.

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy, (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.

www.synergy-learning.com

Synergy Learning

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