# Support Technician

**Remote first, flexible working.**
**£25,000 - £35,000 per annum**

Synergy
Learning™

# POWERING PEOPLE
# TO POWER PROGRESS

**1Team** is who and what we are.

We're collaborative professionals with the technical expertise and know-how to make a real and lasting difference through the power of learning. Inspiring each other to create impactful solutions that set us apart from our competitors and championing sustainable growth for our customers. Our belief in diversity, our commitment to inclusivity and our dedication to what we do brings us together to achieve extraordinary things. We are 1 Team working together…

## TO CONNECT

## TO CREATE

## TO WOW

We are a remote-first business with a fantastic collaborative Hub in Belfast's Titanic Quarter, which we use for our quarterly All Hands meetups and to work collaboratively together when desired. If our expertise, outstanding flexibility and 1Team Culture sound attractive to you, and you have the skills and experience to apply for this role, we would love for you to apply.

# JOB OVERVIEW

## Support Technician

**This is an opportunity for a customer-focused Support Technician with a minimum of 2 years experience in a similar role to join the team at Synergy Learning.  With a special focus on our Moodle LMS, Moodle Workplace, and Totara platforms, you will play an instrumental role in ensuring our customer base receives unparalleled support with an optimal experience with our products and services.**

The Support Technician is responsible for providing world-class technical support to our customers. This entails resolving customer queries, troubleshooting technical issues, understanding customer needs, and delivering outstanding service.

Working closely with Consultancy and System Circles, this role ensures seamless transitions and addresses complex cases.

A knack for quickly understanding new concepts is essential, guaranteeing that if there's something they don't know, they'll soon figure it out.

## Key Responsibilities

- Provide world-class technical support to customers, addressing their queries via phone, video & support portal on Moodle LMS, Moodle Workplace, Totara TXP, and related learning technologies.
- Troubleshoot and resolve technical issues using various methods, and collaborate with direct and indirect circle members on complex problems.
- Understand customer needs and offer solutions aligned with their service level.
- Analyse customer feedback to identify potential product enhancements or improvements.
- Manage application integration & configuration with third-party applications & services.
- Handle installation, configuration, updating, and upgrading of applications.
- Work closely with implementation consultants, ensuring smooth project handovers and addressing complex cases promptly.
- Actively participate in our performance enablement programme through positive engagement in 1-2-1s, skills acquisition, and achieving agreed goals.
- Engage in special projects to continuously improve the support circle's effectiveness.
- Contribute actively to a knowledge base, ensuring that solutions and best practices are shared and accessible.
- Proactively call customers to expedite the resolution of their cases, enhancing their experience.
- Collaborate with the systems circle for triaging technical issues, providing support, and gathering valuable feedback for improvements.
- Work towards ensuring the highest level of security and performance of systems.

# JOB OVERVIEW

## Support Technician

### Relationships & Reporting

- **Directly reports to:** Lead Support Engineer
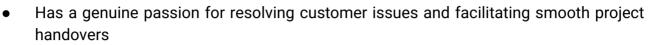- **Collaborates with:** Support, Consultancy, Sales and Systems Circles.

### Essential Criteria - You must have

- Residency, along with right to work in UK or Ireland
- 2 years experience with Moodle LMS, Moodle Workplace and Totara
- A proven track record in a customer support role, handling complex cases

### Valuable Experience - We would love you to have

- Fluency in both German and English, with a professional written and verbal standard
- A basic understanding of GIT and version control
- Preliminary knowledge of web-hosting technologies
- Experience with the Linux OS
- Certifications relevant to our platforms or customer support best practices.
- A passion for continuous learning and improvement in the support field
- Experience with support delivery platforms and methodologies

# WE ARE LOOKING FOR SOMEBODY WHO...

- Has a genuine passion for resolving customer issues and facilitating smooth project handovers
- Has excellent interpersonal, verbal and written communication skills
- Has strong analytical and problem-solving skills
- Has a keen desire to learn and a robust interest in technology
- Has strong organisational and multitasking skills, with a high level of accuracy and attention to detail
- Has the ability to work under pressure and meet tight deadlines
- Has the ability to work independently yet also team-orientated with developed collaboration skills
- Has the ability to work autonomously, maintaining best practices and attention to detail.
- Is proficient in implementing new technologies or processes within a support environment
- Is competent in documenting processes and procedures comprehensively
- Can show initiative to identify personal knowledge gaps and engage in self-learning to address these.
- Has a hunger for learning and a demonstrable track record of engaging with continuous professional development or experiential learning.
- Has the ability to excel in a remote first environment
- Is willing to co-locate from our Belfast Hub from time to time.

# BENEFITS & PERKS

1Team work hard to achieve incredible results for our customers, so we want to be sure everyone is rewarded for their efforts on top of a competitive salary.

**Flexible remote-first** working model with **core hours 10am-3pm**

Access to our state-of-the-art **Belfast Hub**

- **Bonus** Scheme
- **Pension** Plan
- **Life Cover**
- Enhanced **Maternity & Paternity** leave

A **welcome gift box** with the latest **cutting edge tech** and accessories

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**All Hands** company wide meet-ups in Belfast per year for **connection, collaboration and social activities**

- **35 paid days annual leave** including 7 bank holidays
- **Birthday** day-off
- Birthday **gift voucher**
- **Holiday purchase** scheme
- **60** days **work-from-anywhere**
- **52** protected **learning hours**
- Funded **training and qualifications**
- **Wellbeing** check-ins

- **CSR** initiatives
- **15** volunteering hours
- Passionate about **equity & opportunity**

# AND MORE...

Explore the full range of benefits and perks **here**.

# HOW TO APPLY

**If you are suitably qualified and experienced and you think you would like to join us, then we'd love to hear from you! Here's how you can apply:**

Follow the link 'Apply Now' to begin your application

Upload and attach a copy of your up-to-date CV

Attach a cover letter explaining why you're the best person for this role, outline your career objectives and how Synergy Learning can help you fulfil them.

Answer the supplementary questions as best you can and submit your application: easy!

We will respond to every applicant and our People Circle will contact you to arrange an interview if your skills and experience are a strong match for the role.

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 the request(s).

**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.