



To support our continued growth, we are looking to strengthen our current team in Warwick through the addition of a new...

Application Software Support Warwick, UK

With over 550 employees worldwide, AEB is making things happen with software. By empowering our customers to evolve with the times, continually reinventing themselves, and transforming powerful ideas and business models into reality. With scalable cloud-based software that brings global trade and logistics together – software that is supporting more than 5,500 businesses in 80 countries.

Even more impressive, is our [corporate culture](#) – it's what really makes AEB special and forms the foundation for making us successful. This is reflected in satisfied employees who love what they do; whose extraordinary dedication, achievements, and passion result in truly good software, commercial success, and excellent service.

Job Location

This position is based in AEB's UK office in Warwick. There is free parking at the office and excellent public transport links. The role may also include travel (e.g. to AEB project sites and network offices).

Overview of Responsibilities

Support of AEB software solutions to meet customers' issues/queries.

Service Case Management & Resolution

- Act as initial point of contact for all customer issues/queries
- Provide excellent customer care, ensuring the customer receives both the answer to their query and a great experience in contacting AEB
- Log, investigate, and progress customer issues through the ticketing system
- Analyse, prioritise, and resolve customer user/product/technical issues in a methodical and patient manner, with the ability to spot potential areas for improvement in customer solutions and processes
- Provide timely responses to customers' enquiries and own follow up on issues and requests, according to established Service Level Agreements (SLAs)

Support Phase Transitioning

- Take part in internal knowledge transfer from Solutions Team to Support Team
- When required, take part in introducing post go-live support services and processes to customers

Knowledge Management

- Be an active participant in a knowledge-centred service approach, creating knowledge articles from support cases to help populate and maintain the Help Center for our customers
- Review and revise knowledge articles as necessary to keep them up to date
- Communicate relevant information to internal teams as necessary

Customer Care

- Supporting other departments with customer care activities such as providing system usage information, customer system health checks, support ticket KPI/ SLA reporting

Skills and Experience

Essential

- Relevant experience in application and customer support or equivalent
- Dynamic and motivated with an eye for detail and quality
- Experience with SaaS platforms and business applications for B2B customers and users
- Excellent analytical and problem-solving skills
- Understanding of application development lifecycle and support processes
- Excellent written and verbal communication skills

Desirable

- Experience with Jira and Confluence
- Experience working with Zendesk or other similar cloud-based customer support tools
- Able to troubleshoot and debug JSON, XML

About You

- You are customer-focused and put the customer at the centre of everything
- You are good at understanding the impact of an issue on a customer's business
- You can talk about technical issues in a readily understandable way
- You possess an attention to detail and are inquisitive
- You thrive in challenging environments that require collaborative problem solving
- You ensure the voice of the customer is listened to and represented to the business
- You are capable of independently prioritising your duties and still work well with a team
- You take responsibility for your customer's query and drive it through to conclusion
- You can both accept and provide thoughtful, respectful, constructive criticism
- You want to work in a business that prides itself on supporting wellbeing and understands the importance of a good work/life balance



Benefits

- Excellent salary
- Annual profit-sharing scheme
- 30 days holiday + statutory holidays from day one
- Private health care
- Discount shopping and gym membership
- EAP and regular wellbeing initiatives
- Cycle to work scheme
- Flexible working hours
- Company pension scheme

Interested? Contact us

To apply, please email your current CV together with a cover letter to recruitment.uk@aeb.com

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