

■ Your mission: Delivering excellence

**Support Coordinator required for leading software company based in Leamington Spa. For over 35 years, AEB has specialised in supplying leading edge software solutions in the areas of global trade, logistics, and supply chain management. We are looking for an outgoing, positive, and friendly problem solver that can demonstrate great communication and customer service skills to join our team in the role of Support Coordinator. AEB offers a comprehensive training package and ongoing professional development support. We take time to invest in our employees and value their ideas. In return for loyal service, we reward our employees appropriately. The Support Coordinator will report directly to the Senior Account Manager. Candidates must be prepared to travel to Germany to undertake initial training for a period of up to 3 weeks (if required). Previous candidates need not apply.**

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

# Support Coordinator

## Responsibilities

Backed by a team of project, product, and technical professionals, you will be responsible for providing 1st, 2nd, and 3rd line customer support on a wide range of AEB software applications.

You will analyse, prioritise, and resolve customer user / product / technical issues in a methodical and patient manner, and have the ability to spot potential areas for improvement in customers' solutions and processes.

You will deputise for colleagues as circumstances require, including phone cover.



## Goals/Main tasks

Day to day activities include:

- Acting as initial point of contact for all customer issues / queries
- Logging, investigating, and progressing customer issues through the ticket resolution system
- Investigating, resolving, and documenting technical issues
- Delivering customer system fixes, updates, and customisations
- Supporting the project team with quick turn around and delivery of defined work packages
- Monitoring and reporting service case / customer trends
- Identifying / carrying out work packages for further account development
- Working closely with the account management team to explore additional requirements for our existing customers

## We are looking for someone ...

- keen to learn and develop product and technical skills
- not afraid to ask questions and be cool under pressure
- with strong relationship building skills
- with excellent communication skills
- literate with exposure to a broad range of technologies
- with the ability to self-learn and implement knowledge with guidance from team members
- with the ability to work on own initiative and meet tight deadlines
- with the tenacity to see issues through
- dynamic and motivated with an eye for detail and quality
- thoughtful and a reliable team player
- innovative and able to provide positive input and fresh ideas
- with the ability to travel at short notice (if required)

## What we expect ...

### Education and Experience (desired)

- Good experience working in a help desk or a software support environment with a focus on customer support and delivering excellent customer service
- Problem solving, analytical thinking, and developed customer contact skills
- Well developed written and verbal communication skills
- High level of computer literacy
- The role may also suit a graduate that could demonstrate transferable experience / skills and an ability to develop quickly in new areas.

### Education and Experience (advantageous but not essential)

- Experience in an ITIL environment
- Knowledge / experience of incident, problem, and change management processes
- Previous exposure to ERP / MRP or logistics / foreign trade software technologies
- Knowledge of remote support, thin client technologies, and secure access technologies such as Citrix, RDP, VPN, Virtual Servers, TeamViewer, WebEx etc.
- Previous experience in software support environment, with any exposure to hardware support of label printers or mobile handheld scanners being a further advantage
- German language skills

## And what we offer: Remuneration package

- Hours: 40 hours per week (main office hours 9am – 5pm)
- 6 weeks holiday per year (pro rata)
- Flexi-time\*
- Annual bonus structure\*
- Pension\*

\* conditions apply.



## Interested? Contact us

To apply please email your current CV, together with a covering letter, to [info.uk@aeb.com](mailto:info.uk@aeb.com)