

Software applications Support



Department:	IT
Location:	Lutterworth
Hours:	Mon-Fri 9-5
Start:	ASAP
Reporting to:	Software applications manager
Salary:	£30,000 dependant on experience

About the Role

At Elmhurst Energy, software is at the heart of what we do. Although not a software company, our expertise in IT applications is at the core of our business success, playing a key role in maintaining our position as the building energy rating industry leaders promoting the Elmhurst brand through the development of software. Demands from Government and other bodies ensure that we continue to improve the methodology on which applications are based which increases the degree of variation and complexity inherent in the process.

Government initiatives and developments around energy efficiency, as well our own ongoing success as the industry leaders in the building energy rating industry, means we are looking to grow the size of our Software Analysis team.

Key Responsibilities

As Software Applications Support, your primary duties are to manage software issues raised via our helpdesk system. Normal duties in the role of a Software Applications Support include:

- Provide excellent levels of software support to our customers, integrated partners and staff within their assigned Service Level agreements
- Diagnose and troubleshoot software problems, working closely with staff to identify and resolve our customer's issues effectively.

- Document and track customer issues in a helpdesk system, ensuring accurate and timely resolution.
- Collaborate with our development and Software Applications team to escalate and prioritise critical issues and software bugs.
- Assist in the creation and maintenance of knowledge base articles, FAQs, and user guides to help users find solutions independently.
- Participate in software testing and quality assurance activities to ensure the release of reliable and user-friendly software products.
- Stay updated on industry trends and best practices to continuously enhance your support skills.

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent.

We are seeking an individual who possesses a strong 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.

Our Ideal candidate will have:

- A 'Can-Do' attitude, willing to go the extra mile to provide a positive experience.
- A passion for technology
- An analytical mind-set with strong problem solving skills with a keen attention to detail.
- A good communicator for verbal and written correspondence.
- Ability to work independently and collaborate effectively with cross-functional teams

Preferred (but not essential) skills and qualifications:

- Relative working experience in a similar role of Software Applications support
- Recognised software testing qualification or equivalent would be an advantage
- Product Experience: It would be great if you have any of the following or similar:
 - Microsoft: Azure DevOps, SQL, Reporting, IIS, Server 2019
 - Tortoise SVN Revision/Software control repository
 - Postman API testing
 - Sauce labs - mobile apps testing
- Familiarity with software development processes and quality assurance practices is a plus.

Application process

- Our preferred application route is through our careers page on our website.
- Alternatively you can send your CV with introduction to hr@elmhurstenergy.co.uk



First Stage

We like to start with an initial 10 to 15 minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.



Interview

Successful candidates will then be invited to attend an interview. We prefer this to be in person at our Lutterworth office.

Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



Competitive Salary

Opportunities for growth in pay and company bonus



Health & Wellbeing

Private medical cover and BUPA cash plan available



Development Opportunities

We invest in training to help our people develop and grow



Flexible Working

We have adapted to hybrid working (dependant upon role)



Holiday Purchase

Opportunity to purchase holidays in addition to our 25 days



Social Events

Our social committee arranges regular team activities