Application Support Technician

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Company: Eclipse IT Recruitment

Location: Southampton

Category: computer-and-mathematical

Join Our Team as an Application Support Technician!

Must be local to Southampton as the role is onsite Monday to Friday.

No sponsorship or relocation is offered for this role.

(Must have a right to work in the UK)

Are you passionate about providing exceptional customer support? Do you thrive in a dynamic environment where problem-solving and communication skills are key? If so, we have an exciting opportunity for you to join our clients as an Application Support Technician.

Role Overview: As an Application Support Technician, you will play a pivotal role in the support team, engaging directly with customers to address their inquiries and technical challenges. Your responsibilities will include logging service calls, troubleshooting software and process-related issues, and documenting solutions. Additionally, as you progress in the role, you'll have opportunities to contribute to upgrades, installations, development projects, and customer training initiatives.

Key Responsibilities:

* Quickly grasp and understand business and system processes to effectively assist customers.

* Employ excellent problem-solving skills to resolve customer issues efficiently.

* Possess general IT knowledge, including proficiency in Microsoft Applications, servers, browsers, and remote desktop connections.

* Display a keen desire to learn and adapt to new concepts and technologies.

* Demonstrate a strong sense of ownership towards the product and promptly address issues arising from its use.

* Manage multiple tasks concurrently, prioritising them based on severity.

* Thrive in a fast-paced environment and remain calm under pressure.

* Take initiative and demonstrate proactive approaches to support tasks.

* Communicate effectively both verbally and in written form, ensuring clear and concise interactions with customers.

Desired Skills:

* Understanding of Sales, Purchasing, Manufacturing, MRP, Financials, Bookkeeping, or Stock management processes.

* Experience working in a support desk environment.

* Prior experience with ERP/business systems and applications (e.g., Priority, SAP, Epicor, MS Dynamics, NetSuite, Sage, Winman).

* Familiarity with SQL and SQL databases.

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