

Product Support Specialist

Reporting to: Support Manager

Location: Bristol

Position: Permanent, Full Time

Salary: £25,000 - £30,000

About BlueVenn

BlueVenn is a technology company that provides marketing automation, analytics, AI and data management platforms to some of the biggest brands on the planet. Our solutions are used by well-known consumer brands (in retail, travel/leisure, insurance, publishing and media markets) to deliver highly targeted, personalised, multi-channel campaigns. The technology ensures that our clients can deliver the right message, at the right time, to the right person and on the right device. With offices in the UK, US and France we serve clients across 12 countries and operate in an exciting, innovative market.

Product Support Specialist

We are looking for a Product Support Specialist to provide functional and technical assistance of the BlueVenn Application Suite (analytical, statistical, modelling, campaigning and reporting)

Main duties:

- To provide technical support and assistance to BlueVenn clients, partners and internal staff to evaluate complex problems, identify root causes and derive resolutions
- To ensure that problems are logged, rectified and closed to the client's satisfaction
- To maintain a high level of customer service for all support cases
- To document problems and their resolutions using Zendesk
- To take ownership of issues, and be proactive in assisting in their resolution
- To provide appropriate documentation for the R&D Team to fix software issues
- To produce Knowledge Base Articles (KBA's) and Frequently Asked Questions (FAQ's) to help continuously improve the support service for clients, partners and internal staff
- To work alongside the other members of the Support team and with other departments to optimise the support experience for clients and partners

Skills Required:

- Motivated by tackling difficult tasks
- Excellent relationship-building skills
- Adept at problem-solving
- Able to work through complex problems in a logical manner and see through to resolution
- Able to own a series of concurrent problems

- Able to articulate often complex subjects in a clear and concise way when offering resolutions
- Good written and verbal skills
- An efficient and effective team-player
- Able to work under pressure, to deadlines and to SLA

Qualifications Required:

- BA/BSc in Computer Science or equivalent, or
- Two years' experience in an Application Support environment, or
- Two years' experience in a SaaS Support environment

Experience Required:

- Knowledge with Microsoft Operating systems
- Knowledge of Relational Database architecture and design
- Experience in delivering support services

Desirable Experience:

- Experience working in a Customer Data Platform environment
- Experience working in a SaaS environment
- Experience of BlueVenn applications and/or Microsoft SQL Server

Useful Experience:

- Experience with Zendesk
- Experience with JIRA
- Experience working with Email Service Provider (ESP) technology and/or ESP Connectors
- Experience with Web Applications
- Experience with PowerShell

Personal Skills required:

- Conscientious and enthusiastic individual
- Well organised and systematic
- Flexible and resourceful with a hands-on approach
- Focused individual with a positive attitude

The Benefits

- **Holidays:** 25 days per year (+ accrue 1 extra day every year of service)
- **Working hours:** 9am to 5.30pm Monday to Thursday and 9am to 5pm on Fridays

- **Salary:** £25,000 - £30,000
- **Location:** Bristol
- **Benefits:** After a successful 6 month probation you'll be entitled to:
 - Company Bonus Scheme – up to 5% of your annual salary, paid quarterly, based on objectives
 - Group Salary Exchange Pension – 5% of your basic salary from the Company (with a minimum 3% contribution from you)
 - Private Health Care for you and family
 - Death in Service – 4 times salary
 - Bike to Work Scheme
 - Share Options

Next Steps

To apply to our vacancy for a Product Support Specialist, please click Apply and submit a copy of your CV for consideration.

We look forward to hearing from you!