

## JOB ADVERT

**Designation:** Service and Support Analyst  
**Reports to:** Director of Customer Experience  
**Location:** Market Harborough, UK (4 days in the office, 1 day work from home)

**Do you enjoy helping others? Do you want to be part of something that will grow and succeed? Are you keen to learn and work in a fast-moving technology company?**

If you are still reading, then look no further. ONVU Technologies is excited to be adding a Service and Support Analyst to its growing Support team based in Market Harborough.

You will be trained on systems and technology with further scope to gain knowledge and experience from other departments you will be working closely and collaboratively with. We will show you how to use our products, allow you to understand how our technology works and guide you in becoming a valued Support professional.

You may have just graduated or begun your career in Customer Services or IT and/or looking for the right opportunity to start your career in a progressive company.

In return you will get:

- To work in a fun office environment with like minded people and one day a week work from home
- Be part of a larger remote international business spanning across UK, Turkey, US and many more
- Opportunity to be part of a growing company with opportunities to have a say, ask questions, learn and grow
- A competitive salary and pension
- Yearly appraisals and quarterly check-ins with your line manager, your growth is important to us on this journey
- Learn by being around experienced professionals and access to further training
- Opportunity to Work from another location, some of our ONVU-Techers have done so from Greece, Italy, Florida, India to name a few
- Health Cash Plan worth £600+ per annum (Dental, optical, complimentary therapies, virtual GP etc)
- Retail vouchers platform
- Employee Assistance Program dedicated to speaking to you confidentially on mental health, debt worries and family issues
- 25 days holidays plus bank holidays
- Private Medical Insurance with Vitality once you have passed probation
- And the usual monthly quizzes, competitions, opportunities to be part of our fundraising activities for charities that mean a lot to us and join our virtual social communities such as Banter corner, Plant parents, Pet parents, Reading corner and much more
- Frequent company communication through our All-Hands meetings and company face to face meet ups

### **What do Customer Experience do?**

The role of the Customer Experience team at ONVU Technologies is to provide a high-quality service to all customers, on its cloud platform and associated hardware through effective communication. It aims to provide first class customer service and technical support, so all customers have a positive experience at all points along their journey and continue to choose ONVU Technologies in the long run.

The Customer Experience team also has a key role to play within the business in providing customer insight and product feedback with a view to further improving its products and services.

ONVU Technology creates cloud-connected 360° camera products and is growing its Support team at its TechHub in Market Harborough. The TechHub is a living lab allowing ONVU team members to use, test and trial its cameras, other IoT devices and cloud technology in a collaborative smart environment. You will be involved in setting up equipment and making changes where required.

Successful Service and Support Analysts go on to become 2<sup>nd</sup> Line Technical Support Engineers.

### **What does this role do in more detail?**

Here is the Job description:

- To provide 1<sup>st</sup> line customer support for all brands software, systems and associated hardware
- To provide onsite support for the Tech Hub, ONVU Tech's testing facility based at Market Harborough

- Respond to customer emails, phone calls and portal tickets
- Triage, troubleshoot and categorise all customer support requests and ensure they are logged according to support processes
- Provide remote technical support for customers
- Carry out daily and weekly proactive customer system checks
- Escalate unsolved issues to 2<sup>nd</sup> line teams
- Document support and troubleshooting processes as required
- Support the Tech Hub by carrying out configuration and setup of cameras, servers, switches and the network
- You will be required to carry out additional duties or responsibilities, which fall reasonably within the remit of the role.

### **Essential Requirements**

- IT Apprenticeship, BTEC, A Levels or equivalent qualifications
- The drive to succeed in a customer focused technology company
- Experience in providing customer service
- Understanding of computer systems, networking and IP
- Good understanding of IT systems and applications including Office 365, Windows 10, VPNs
- Interest in 360 Degree camera technology and networking

### **Desirable Requirements**

- 1 – 2 years experience working on a technical service desk
- Degree or equivalent qualification in computer science or similar
- Experience providing remote customer support
- Use of incident management systems
- Video Management Systems experience
- CCTV and security camera experience
- Experience of Zendesk
- CompTIA A+ or equivalent.
- ITIL v3 Foundation

### **Skills and Understanding**

- Clear speaking, listening and written communication skills
- Ability to adapt to change in a fast paced environment
- Ability to problem solve
- Ability to effectively deal with conflict
- Ability to multi-task and stay organised
- High attention to detail
- Ability to stay calm under pressure
- Ability to use own initiative
- Ability to work in a team
- Competent in MS Office

### **What do ONVU Technologies do?**

ONVU Technologies is a privately held Swiss group, operating out of bases around the globe including UK, US, India, and Turkey. Through annual investment in R&D, talent acquisition and strategic partnerships we go to market via our business units Oncam, & ONVU Learning focused on smart video, IoT and cloud applications for Security, and Education.

We believe in developing Empathy led technology to answer genuine challenges in the vertical markets we address by enabling users to leverage the technology in a way that solves their problems. Whether that is creating business intelligence insights for retail via video, providing a safer environment in an airport or helping teachers create better student outcomes by leveraging IoT devices in the classroom via cloud connectivity for insight and CPD.