

JOB DESCRIPTION

Designation: Service and Support Analyst
Reports to: Director of Customer Experience
Location: Market Harborough, UK

Company Overview

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 three business units Oncam, ONVU Retail & ONVU Learning focused on smart video, IoT and cloud applications for Security, Retail 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.

Brief

ONVU Technologies is excited to be adding a Service and Support Analyst to its growing Support team.

As a key member of the Support team, you will be responsible for providing customer service and technical support across all of the brands including its cloud platform and associated hardware. This role will provide 1st line support to customers of Oncam, ONVU Learning and ONVU Retail.

Camera technology is at the heart of ONVU Technologies and this role will support our customers using our products in a variety of different environments such as retail and education.

Based in the Market Harborough office, the role will also be called on to support internal teams using the onsite camera testing facility. The "Tech Hub" is where all internal testing is carried out and the Service and Support Analyst will need to assist in setting up equipment and making changes where required.

Training will be provided on all systems and technology with scope to gain knowledge and experience from other departments you will be working closely and collaboratively with.

Responsibilities

- To provide 1st 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 2nd 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

- Degree or equivalent qualification in computer science or similar
- Experience in providing customer support
- Understanding of 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
- 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