



Customer Support Specialist

Newsweaver is Europe's leading email newsletter software provider and one of Ireland's fastest growing technology companies (2010 Deloitte Technology Fast 50). We were voted Cork Chamber of Commerce SME of the year in 2009. Due to continuing expansion, we are looking for a dynamic and customer focused individual to join our Customer Support Team in the role of Customer Support Specialist.

Our clients range from large multinationals and government agencies to SMEs, charities and associations across Ireland, the UK, Europe and the rest of the world. Newsweaver customers use the solution for sales and marketing communications, internal communications, channel sales communications and advanced enterprise communications. Clients include Saudi Aramco, Shell, Zurich Insurance, State Street Corporation, Royal Bank of Scotland (RBS), KBC Bank, Vestra Wealth, Institute of Chartered Accountants, The Irish Stock Exchange and ACCA.

Day to day responsibilities (include but not exclusive to):

- Responding to customer inquiries, primarily via email and telephone (technical and non-technical)
- Identifying, researching, and resolving customer's help requests and technical issues
- Providing quality, positive and customer-centred support in response to inquiries
- Logging, tracking and monitoring issues to ensure a timely resolution
- Troubleshooting technical issues through a solutions orientated approach
- Documenting all technical inquiries; develop and review content for our knowledge base
- Executing minor amendments to newsletter templates
- Providing customer training when required
- Adhering to and promoting Newsweavers security policies and procedures

Person specification:

We are seeking applications from enthusiastic, motivated, flexible and team orientated candidates that would like to develop a bright career with Newsweaver. Our customers are key, therefore excellent communication skills both written and oral are a must for this key position. This hands-on role requires previous demonstrable experience achieving results within a fast paced working environment.

- A minimum of 1 year on the job experience within a high volume, high quality technical support role or previous customer service experience coupled with a third level IT related qualification
- Excellent technical aptitude
- Passion for delivering excellent customer service
- Experience or aptitude for supporting web based technologies
- Experience of providing customer training and functional guidance
- Some experience of Image Editing Software, a plus
- Knowledge of HTML and CSS, a plus

**What's on offer?**

Newsweaver offers a very competitive remuneration package and has a strong commitment to continuing professional development. Full training on the Newsweaver system will be provided.

How to apply?

If you are interested in this role, then please send your CV along with a brief cover note to careers@newsweaver.com