

# SOFTWARE SUPPORT ANALYST



## Full time position

Coldharbour Systems Limited are a leading supplier of financial software to the residential care home, domiciliary care, healthcare recruitment agency and children's nursery sectors.

**Location:** 4 miles semi-rural location South Bristol

**Department:** Support

**Duration:** Permanent appointment (pending satisfactory completion of the probationary period)

**Normal working hours per week:** 37.5

**Main Purpose of the Job:** To work within one of our software application teams to provide customer support.

## Key responsibilities:

- Respond to and support end users of Coldharbour software
- Advise and guidance in the use of the software
- Analyse and resolve operating problems for the users of our client base
- Liaise with developers regarding software modification
- Client delivery of software as required including product upgrades, contractual obligations and additional product licensing

## Key requirements:

This is a support analyst role involving a high degree of problem-solving and customer call management. Applicants must be able to demonstrate good mental agility and enjoy multi-tasking, identify and resolving issues in a remote client access environment. A demonstrative interest in IT is essential and knowledge of accounting principles is desirable but not essential

## Responsible to:

Team Leader

## Additional information:

Because of our semi-rural position own transport is essential.

The company's philosophy on personal development and reward will suit a flexible and dynamic person who can demonstrate the ability to work effectively within a small, highly focused team and show the aptitude and determination to succeed in a fast moving and challenging industry. Remuneration for the position is commensurate with experience and, on successful completion of a probationary period, will include private medical insurance, company contributory pension scheme and life insurance.

Please apply via email or post, including salary expectation to:  
(All applicants must be UK based and possess full work permit, if needed)

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