



Customer Service Technician – Farmvet Systems

Following our recent worldwide alliance with Vetoquinol, Farmvet Systems Ltd is now going global, with a strong global partner. We are currently recruiting a Customer Service Technician to join our team. The successful candidate will have a good web development background and will be responsible for the support of new and existing software solutions for our clients in the veterinary and animal health sector.

Reporting to our Customer Support Manager and working in close collaboration with our IT Department, your missions / main responsibilities will be:

- Responsible for resolving customer problems, relating to new and existing web and mobile software applications
- Liaise with customers to troubleshoot customer issues, via phone and email
- Diagnose and triage high priority cases
- Work closely with other members of technical support and business staff to provide high-quality support to our customers
- Co-ordinate with members of development team to ensure support issues are clear and understood across the team
- Respond to customer requests and provide detailed explanations to address questions and concerns where necessary
- Engage with current processes to ensure efficient management and communication of issues
- Maintain knowledge base to help deal with any recurring customer problems

The successful candidate will have experience and knowledge of the following technologies:

- C#/.NET or Java programming experience
- Experience working in technical support environment
- Good written and verbal communication skills
- Ability to troubleshoot technical problems and with capability to resolve them in a timely manner
- Good problem-solving ability; able to determine the root cause of technical issues
- Competent in the use of development tools and IDEs such as Microsoft Visual Studio, SQL Management Server
- Ability to prioritise and handle multiple client support issues
- Team player with a customer-focused attitude

If you can apply yourself with creativity and intellectual rigour, have exceptional hands-on problem solving skills and can adapt rapidly to changing circumstances, you'll find there are significant opportunities to progress.

On offer is a salary of £22,000 - £28,000 per annum depending on experience + benefits, working as part of a small team based near Cookstown / Magherafelt. Flexible working and some working from home is also offered.

To apply for this role please send an up-to-date CV to the following email: jobs@farmvetsystems.com (Please use the Subject header: "Application for Customer Service Technician role")