

## ROLE PROFILE

# BUSINESS APPLICATIONS TRAINEE TECHNICIAN

Vacancy:	Business Applications Trainee Technician (Business Central)
Reference:	BATTBC/PB/LSB/10/2023
Date:	20/11/2023
Contract:	Permanent
Hours of Work:	Full Time (36.25 hours per week)
Reporting to:	Service Delivery Manager
Location:	Hybrid working between home and either our Lisburn (Northern Ireland) or Peterborough (Cambridgeshire) office

At Xperience we deliver business efficiencies through Digital Transformation.

We put our clients at the heart of everything we do, helping them create better, faster processes, build stronger customer relationships, strengthen data security, accelerate profitability and position them for growth. That's why we've got over 1,100 clients who are more efficient, more productive and more profitable just because they work with us. And, it's why 95% of our clients say they would recommend us. But really, it's our people that make the difference at Xperience. They have the expertise and ambition to collaborate with our clients to guide them towards the optimum solution. Together as a team and through partnerships with world leaders in technology, we provide smart solutions that provide real digital transformation in businesses, including Cloud, ERP, CRM, Managed IT, and Cyber Security.

### The Role

We are undergoing an exciting time in our evolution and now seek an ambitious and driven **Business Applications Trainee Technician (Business Central)** to join the team.

Joining an established Business Applications Support Team, you will gain experience and training in the delivery of best-in-class ERP application support to our growing customer base. Developing skills and knowledge in Business Central, you will provide 1<sup>st</sup> line technical support and solutions to our clients through our online helpdesk, telephone and by email.

As a Trainee at Xperience, your career development is a top priority to us! You will receive on the job product training and regular shadowing of more experienced colleagues. You will also attend workshops run by our in-house Learning and Development Advisor to develop your soft skills. In addition, you will have access to our online learning and development platform, Skillsoft, with courses available to develop your customer service skills.

### Key Responsibilities:

- Provide level 1 technical/application support to both internal and external stakeholders
- Work to deliver on Service Level Agreements and ensuring that all support incidents are accurately recorded
- Deliver a high level of customer satisfaction by acting as the primary point of contact for all new support incidents received through our helpdesk, email, telephone or live chat
- Use the helpdesk management system to log tickets for internal and external stakeholders, where raised by telephone
- Perform initial investigation and where required, escalating the incident to experienced Business Applications Support team members, ensuring high levels of customer care
- Triage all new support requests by reviewing and modifying ticket subjects, priority, department, associated service level agreement and contractual requirements
- Refer client requests for advice & consultation to Business Applications and Commercial teams
- Take responsibility for one's own professional development, through continuous learning, to ensure that any contractual or partnership accreditations or certifications are achieved
- Collaborate with peers and other areas of the business to increase internal product and service knowledge

### Person Specification

#### Essential:

- Previous experience in a customer service role
- A working knowledge of MS Office packages such as Outlook, Word & Excel
- GCSE Maths and English at Grade A\*-C or 9-4 (or equivalent)
- A passion for using technology to help customers
- Excellent communication skills
- Excellent attention to detail
- Willingness to learn and develop with the ability to manage your own workload
- Ability to work collaboratively as part of a team
- Valid Right to Work in the UK (We do not currently hold a visa sponsorship licence)

#### Desirable:

- A degree in Information Technology or a related discipline
- Previous workplace experience working in an IT/Professional Services organisation
- Previous experience in an internal or external facing helpdesk support team
- Previous hands-on experience with ticket management systems e.g., ConnectWise

### Application Process:

To apply, candidates must submit a fully completed application form. CVs and covering letters will not be considered and should not be submitted. Click the 'Apply for this job' button below to begin the application process and download the application form template ready to complete.

### Benefits Package:

- 30 days annual leave plus 8 bank holidays
- 1 additional day's leave for your birthday
- Employer pension contribution of 3%
- Hybrid working
- Cycle to Work Scheme
- IT Purchase Scheme
- Access to Skillsoft Learning and Development Platform

\*T&Cs apply based on contract

### Competencies required for role:

#### Teamwork and Collaboration

Shares knowledge and works across departments and locations, working co-operatively and supportively with colleagues.

#### Results Focused/Problem Solving

Prioritizes tasks, overcomes obstacles, and accepts ownership of work assigned. Owns actions that deliver results.

#### Developing Yourself & Others

A quick learner who is able to acquire and apply new knowledge and skills whilst learning from experiences and mistakes.

Xperience is an equal opportunities employer.