

Support Technician

Permanent | Full time

2 years minimum experience

£20,000-£30,000 + Bonus



synergy learning

Overview



About Synergy Learning

Established in 2005, Synergy Learning is a leading learning technologies company. We're a global leader in the design and development of custom learning solutions, having helped clients in over 40 countries through more than 1000 projects. We are a certified Moodle partner and a Platinum Totara Partner and have won numerous awards in recognition for our work with these platforms. Our customers are the central focus of everything we do, and we work in partnership with clients as diverse as Ryanair and the National Health Service to help them improve their performance .

We thrive on teamwork and are a community of experts who are proud of our friendly and professional approach to getting the job done. Everything we do is underpinned by our vision, mission and values that are inherent to our day-to-day work.

Who We Are



Our Vision

To be the world leader in results-driven learning technologies that **Excite, Engage & Empower.**

Our Mission

To create incredible learning experiences using technologies that deliver tangible, compelling results for our customers

Our Values

1Team



While we may have different roles and work from different locations, we share a common vision, mission and values that focus our collective efforts.

Innovation



The platforms we build and the stories we create come from innovative, out-of-the-box thinking. We always look for someone who thinks differently.

WOW



We want to create a platform that is the best it can be, making the decision to choose Synergy Learning as simple as possible and deliver an experience that makes customers say 'WOW'

Passion & Commitment



Our team are hand-picked for their commitment to their craft and their work ethos. Passion for a job well done is the driving force behind everything we do.

Fun



We're focused on delivering incredible results but we have a good time! With social events and a range of team building initiatives, you're guaranteed to have a bit of fun too!

What We Offer



The Benefits



**Welcome
Pack with
Latest
Hardware**



**Bonus &
Workplace
Pension**



**Local Cafe
Discounts**



**Perkbox
Employee
Perks
Scheme**



**Monthly
Social Events**



**Company
Payday
Drinks**



**Charity
Initiatives**



**Free Tea &
Nespresso
Coffee**



**52 Hours
Protected
Learning**



**35 Days
Annual Leave**



**Wellbeing
Programme**



**Flexible
Working
Options**

What We Offer



Job Purpose

Provide world-class technical support to our clients across a wide range of issues. Support Technicians are application experts. If they don't know something it won't take them long to figure it out!



Key Responsibilities

- Provide world-class technical support to clients via phone & support portal on Moodle, Totara and associated technologies.
- Managing support cases effectively through to completion
- Application integration & configuration with third party applications & services
- Installation, configuration, updating & upgrading of applications
- Assist in ensuring maximum security and performance of systems
- Eventual inclusion in the on-call rota

What You Offer



Skills and Qualities

- 2 years experience in a similar role
- Have a strong desire to learn
- Possess a strong interest in technology
- Provide excellent Customer Service
- Be an excellent communicator both written & verbally
- Have strong interpersonal skills & a friendly, approachable demeanor
- Have excellent attention to detail
- Customer focused and care passionately about resolving issues for our customers.
- Outstanding communication and team working skills, willingness to fully engage with clients.
- Ability to thoroughly document processes.
- Be able to work independently with adherence to best practice and attention to detail.

Development/Progression Opportunities

- Support Engineer

Relationships & Reporting

- Reports to Lead Support Engineer

How To Apply



If you are a suitably qualified and experienced person and you think you would like to join us, then we'd love to hear from you!

Please use the link provided to send a cover letter explaining why you are the best person to fill this role, outlining your career objectives and how Synergy Learning can help you fulfil them. You should also attach an up to date CV, and answer the supplementary questions as thoroughly as possible.

We are an equal opportunities employer and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by females in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any reasonable adjustments to assist you in applying for this role, or in due course attending an interview, please let us know and we will do all we can to facilitate you.

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy. (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.

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