

## Technical Software Support Executive

### Job Summary

For 36 years Windowmaker has been an innovative software business, that has continued to grow year on year due to its continued success. With ongoing market developments and investment within the company, exciting times are ahead of the team!

We are now on the search for a new team member for the Surbiton office. Your role as a technical client service provider is pivotal to our ongoing reputation and high service levels.

You will develop close and trusted working relationships with the clients that you look after and will be on hand to help them with any technical issues they may have. It's a varied role working with a state of art product that will provide you with an excellent knowledge base. It's not often one of these roles becomes available, as the staff turnover in this role is low.

### The role

Within Client Service, you will be responsible for ensuring that the Windowmaker product ultimately has the best running time within a manufacturing or dealer environment.

This role stems around three main aspects:

- Project Management
- Customer Support and Training
- Data Analysis

This opportunity will allow you to understand the details of a manufacturing business, its sales business and how it all maps to software. You will build long-term client relationships and assist them with training to ensure they are using Windowmaker software to the best of their capability. To ensure efficiency and productivity gains in their business.

### What we're looking for

- A bachelor's degree in science or an engineering background
- French and or German fluency – an additional major language will be desirable as we are a highly international company
- You'll love problem solving with a desire to progress your career
- Ability to convey and understand technical jargon
- Confident with Maths
- Excellent verbal and communication skills

### Experience

Technical support: 1 year (Preferred)