



REF: DIO2106 ERP APPLICATION - CUSTOMER SUPPORT SPECIALIST

Company Profile

Diomac® is a dynamic and progressive Irish software company specialising in the design, development, and implementation of fully integrated management information systems.

Our software, DIOMAC® ERP, provides a complete solution for production, traceability, accounting, financial reporting, and analytics giving business owners and management full visibility of their factories and business. With a growing number of client companies in Ireland and the United Kingdom as well as France, South Africa, and USA, this is an exciting time in the development of the company with excellent opportunities for the successful candidate to advance their career.

Summary:

Diomac® is seeking to recruit a people-oriented and conscientious **Customer Support Specialist** for our ERP Software Application. The successful candidate will have a genuine interest in business and digital information technology and the enthusiasm to sustain valued lasting relationships with a growing number of DIOMAC® ERP customers. You will be fully trained as a technical subject matter expert in DIOMAC® ERP and Jira® Service Management. This role requires strong organisational skills and close attention to detail together with the ability to understand ERP and service desk software to support our customers.

Entry Level – Mid Level Candidates are encouraged to apply.

Key Responsibilities

- Resolve customer queries, recommend solutions, and guide product users through features and functionalities.
- Ensure exceptional customer service by managing and prioritising customer tickets.
- Build strong working relationships with colleagues and cultivate cooperation in customer activities.
- Provide clients with DIOMAC® ERP training and user documentation.
- Manage user acceptance testing (UAT) and releases for software deployment and change initiatives.
- Drive Service level agreement (SLA) support and key performance metrics
- Develop & document policies and procedures to optimise customer support function.
- Report to Customer Support Manager regarding daily tasks and priorities

Preferred Skills, Attributes & Experience

- Qualification in Computing, Information Systems, or related discipline
- Experience as a Customer Support Specialist or similar role
- Experience using help desk software and remote support tools.
- A good understanding of how ERP systems work
- Excellent communication and problem-solving skills.
- Strong organisational skills and multi-tasking abilities
- Energetic, responsive, and detail-focused



Bonus Skills & Experience

- Knowledge of accounting and financial software packages
- Experience using Jira® Service Management.
- Proficiency in SQL Server and SQL Scripting

This is a full-time permanent position with flexible on-site or remote work options. We offer health and pension benefits and a highly competitive salary based on experience.

If you think you would be interested in joining the Diomac® team then you should submit a CV and cover letter by email to deirdre.carr@diomac.com. Closing date for receipt of applications is **Friday 2nd July 2021**.