



REF: DIO2001 TECHNICAL SUPPORT ANALYST

Position

Diomac® is seeking to recruit a **Technical Support Analyst** based in The Kerry Technology Park Tralee, Co. Kerry to support a growing number of DIOMAC® ERP customers. The successful candidate should have a genuine interest in business and digital information technology and a good understanding of how to build customer relationships. This role requires strong computer skills and excellent attention to detail together with the ability to explain a technical issue to a colleague or customer. You will work as part of our existing support and implementation team and will be fully trained in the set up and operation of DIOMAC® ERP in order to provide the highest standard of support to our clients.

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, financial reporting and analytics giving business owners and management full visibility in 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.

Job Summary

- Client-facing role requiring excellent interpersonal skills to ensure exceptional customer service primarily via our service desk portal but also via phone, email and/or in person, as appropriate.
- Provide front-line primary technical support to end-users on Diomac® related technical issues and problems that impact user experience and performance of hardware, software and peripherals.
- When fully proficient in the use of all aspects of Diomac® Software the technical support analyst will have a key role in supporting end-user queries and training of new clients.
- SQL scripting for database queries and reporting.
- Liaise with third party IT providers to cover Diomac® related aspects of support on multiple platforms including desktops, laptops, mobile devices and printers for new installs and troubleshooting.
- Set up hardware and test database for demos to potential clients.
- Fulfil a key role in front-end testing for new development features, bug-fixes and improvements.
- Report to the Senior Project Manager regarding daily tasks and priorities.

Qualifications and Technical Skills

- Honours degree in Computing or related discipline.
- Expertise in hardware configuration, troubleshooting and software application and testing protocols.
- Strong Proficiency in SQL and relational database structure and set up.
- Knowledge of reporting systems such as Crystal reports and Excel pivot reporting would be a distinct advantage.
- Practical experience in any areas of business including production, accounting, or marketing and familiarity with other business information systems, is desirable but not essential.

Additional Skills & Attributes

- Excellent verbal and written communication skills
- Excellent problem-solving, listening and questioning skills
- Ability to work on own initiative and as part of a team
- Highly proficient in spoken and written English

We offer a highly competitive salary and benefits based on experience.

If you would like to have the opportunity to join the Diomac® team then you should submit your CV together with a cover letter outlining why you believe you are suitable for the role to deirdre.carr@diomac.com. Closing date for receipt of applications is Friday 20th March 2020