

Software Support Analyst –IT Department

Salary: Highly Competitive + Bonus Contract: Permanent Location: Northampton Hours: 37hrs Mon-Friday

We are looking to recruit a confident, customer focused Software Support Analyst to maintain and develop our in-house bespoke systems as well as deliver training to the business on how to use and utilise these systems.

If you have previous experience with coding languages, a graduate looking for your first role in a software support position or an established software support professional looking for a role that will provide you with some creative freedom, and want to accelerate your career within a challenging but rewarding environment, please take a look at our offering.

OnlineDIRECT provide unparalleled access to the energy market and its suppliers, whilst removing the friction and administrative burden that comes with running a front and back office. Come and join us in our new offices and help shape our IT department as we enter this exciting phase.

Key Details

- Assist with queries on the platform and be a point of contact should there be issues
- Develop and maintain in-house bespoke systems whilst making improvements and suggestions for new systems
- Build and maintain training guides and roll out training to colleagues on how to use
- Assist in the administration of the service desk support system(s) to log, monitor, action and escalate issues as appropriate, building and maintaining a task list from it.

Key Requirements

- 1 year's experience with coding languages, specifically VBA and SQL/MySQL (Java desirable)
- Experience in confidently manipulating data with Excel or alternative programs
- Excellent written and verbal communication skills
- Good problem solving and analysis skills
- Have a desire to learn additional skills and continuously look to improve
- Ability to adapt to changing projects and workstreams
- Some exposure to Microsoft Access databases desirable
- Previous experience in a Utilities background (an advantage but not essential)

Key Benefits

- Competitive salary + Bonus
- Career development and on-going training
- 25 days holiday + bank holidays
- Company Pension / Company Car Scheme / Cycle to Work Scheme / Employee Reward Schemes / Team Incentive Days / Free Parking

Please apply including a copy of your CV and a covering letter.