

JOB DESCRIPTION – Software and tariff advisor

Reporting To	Product Configuration Team Leader
Overall Description	Position is responsible to configure software & products including testing to meet customer's requirements and assist other departments with any problems Position will also be required to carry out normal day to day office duties.
Main Duties	<ul style="list-style-type: none"> • Complete process ownership from confirming the customer's requirements, creation and issue of works quotation, follow up on outstanding requests / quotations, through to completing the configuration work for both UK and Export customers • Testing the configured software / products to ensure that they meet the customer's expectations • The role also includes other product configuration activities including creation and checking of software specifications, product configurations, tariffs, key files, language files and credit card setups • Work closely when required with other departments including field service, parking support and sales to resolve issues and meet the demands of the Company's customers • As required create and produce investigative reports for the PCTL to facilitate the expedition of customer issues • Escalate open issues to the PCTL that are not being progressed in a timely manner or that are in danger of infringing the Company's obligations or commitments made to the customer • Help to ensure that all incoming requests are correctly raised by the customer, logged and updated on the Company's support systems as issues are progressed • Provide product configuration advice to customers to support the delivery of customer products; this may include UK on-site visits where necessary • As an when required, attend customer and Company support and sales meetings • General day to day office duties including filing, archiving and PROM erasing • Assist with other such duties as reasonably requested by the Company
Person Specification	<ul style="list-style-type: none"> • Individual with a reasonable knowledge of Microsoft Office • Good all round IT skills • Ability to communicate effectively • Motivated and flexible individual who is able to work to deadlines when under pressure • Ability to work on one's own initiative as well as being part of an effective team • Ability and willingness to adapt and learn new technologies • Ability to deliver all customer requirements, including documentation and support • Have a methodical approach to work, focusing on accuracy and attention to detail • Flexible in approach and willing to work overtime as required • Have experience of customer facing skills would be an advantage • Possess excellent keyboard skills
Health & Safety Statement	Under the Health & Safety at Work Act, each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health & safety matters should be raised in the first instance with your supervisor, your manager or a member of the Human Resources Department.
Equal Opportunities Statement	Metric is an Equal Opportunities Employer, and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, ethnic or national origin. Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.

Signed