

SEG SUPPORT TECHNICIAN

SAMpeople

T: 01924 907319

W: [sampeople.co.uk](https://www.sampeople.co.uk)

About the role:

Job title: SEG SUPPORT TECHNICIAN

Working hours: 37.5

Salary: £24k – £28k depending on experience

What will you do day to day?

- Provide advanced technical support for our SaaS products, addressing escalated issues from the 1st line support team.
- Diagnose and resolve complex technical problems, including system, integration, and data issues.
- Use SQL server to investigate customer data issues on the Live system.
- Assist in the creation and maintenance of support documentation, knowledge base articles, and troubleshooting guides.
- Monitor and manage support tickets, ensuring timely and accurate resolution and communication with 1st line support team.
- Provide exceptional customer service, maintaining a high level of professionalism and empathy in all interactions.
- Continuously improve product knowledge and stay up to date with new features, updates, and best practices.
- Conduct root cause analysis to identify recurring issues and work with the development team to implement permanent fixes.
- Participate in daily stand up to provide update on outstanding customer issues.

Required skills and knowledge for the role:

- Possess excellent analytical and decision-making skills
- A team player keen to help and solve our customers' challenges
- Excellent collaborative team working
- Ability to work under pressure, handle complex change and prioritise key activities
- The ability to manage yourself and align with team goals
- Personable and approachable, with an enthusiastic and motivational nature
- Ability to multi-task and stay organised in a dynamic work environment
- Experience working in a customer facing/technical support role would be beneficial

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The good bits:

Here are the benefits of working for SAMpeople and FusionHR.

- 25 days annual leave plus 8 bank holidays (increases annually with service up to 29 days)
- Your birthday off work
- Holiday purchase scheme
- Pension scheme
- BUPA Healthcare Cashback Plan
- Free onsite parking
- A clear career pathway as soon as you join
- Free fresh fruit and snacks delivered weekly
- Employee Assistance Programme
- Time off for those special events; nativities, school plays, & graduations
- Hybrid working considered
- Great company social events

A bit about us:

At SAMpeople, we're bringing together decades of expertise supporting HR in schools with the latest in people technology. Helping over 1,800 schools and trusts hire, manage and support their most important asset with clarity and confidence every day.

We are education specialists that provide Impactful products & services to help schools and MATs manage their people and deliver the best outcomes for children.

Our vision has always been to **'create better futures for our children through Innovative people solutions'**.

Our team have a vast depth of knowledge in school business management and EduHR. That's our pedigree. In fact, our founder and Managing Director worked as a School Business Manager/Consultant for 7 years before setting up Fusion HR In 2011!

You will be working with a variety of people, with different experiences and skills. However, we are also parents, dog owners, gig goers, cyclists, gym bunnies, festival goers and yoga enthusiasts. Our team song is 'Don't Stop Believing'. Come and join the fun!

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