Sargent-Disc Ltd
5 - 7 Baring Road,
Beaconsfield, Bucks,
HP9 2NB
Tel: +44 (0)1753 630300
Fax: +44 (0)1753 655881
www.sargent-disc.com

JOB DESCRIPTION

Job title:	**Support Technician.**
Department:	IT Support.
Location:	Beaconsfield.
Working hours:	9.30am to 6pm Monday to Friday.
Reporting to:	Customer Support Manager.
Direct reports:	N/A.
Main purpose(s) of job:	The Support Technician provides technical expertise to support Sargent-Disc's and Cast & Crew's digital products designed to streamline payroll, accounting and production activities. The Support Technician is highly focused on delivering operational excellence, ensuring accurate results, and providing an exceptional customer experience. This is a critical position that will serve as a SME in multiple process or product function categories.
Main tasks and duties:	• Assist customers with technical issues, then leverages knowledge of customer issues to partner with Engineering in defining and driving improvements and enhancements to the product. • Dive deep into technical issues for a complete understanding of customer's issues, requests, and setup environment. • Communicate to a diverse set of customers determine the exact nature of the customer's concerns and provide effective support in a timely manner. • Consult with product Engineering and other internal teams to ensure requests, escalations, and other issues are effectively resolved. • Research, diagnose, troubleshoot and identify solutions to resolve customer issues • Modify configuration of Cast & Crew / Sargent-Disc's digital solutions per customer requests. • Research PSL architecture to understand how different customers employ the product in novel ways. • Manage support queue and log incoming customer/product support calls and emails, providing workable solutions. • Provide input to incorporate into user guides and training materials. • Communicate issues that are complex in nature, both verbally and in writing. • Provide training and guidance to junior members of the product analyst team. This list is not exhaustive, and other duties may be required commensurate with this position as roles evolve.
Person specifications:	• Previous technical product support experience, preferably with accounting software or in the entertainment industry. • Strong technical aptitude required.

	• Knowledge of PSL product preferred. • Ability to work independently, set priorities and manage multiple tasks in order to meet deadlines while maintaining attention to detail. • Skilled with computers and business applications. • Ability to manage time effectively. • Effective communication and writing skills. • Working knowledge of online meeting tools (Zoom, Teams, etc.). • Comfort and skill working with all levels of the team. • Ability to work overtime as needed. • Previous work experience preferred.