

JOB TITLE – TECHNICAL & CHAMPION SUPPORT CONSULTANT

Position reports to: Technical & Champion Support Team Leader
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of the Technical & Champion Support Consultant role is to provide our clients with second and third-line technical software support. The Technical & Champion Support Consultant will provide a point for escalation for the assurance and financial reporting first line support team and be first line support for the consulting team who works on customized client files. Assist in maintaining Quality Assurance, Control and Support processes. Drawing on your accounting, auditing, and technical knowledge be responsible for client success and retention through enabling clients' usage of the Caseware Africa product offerings effectively and efficiently so that clients can service their clients and meet their targets.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Case Management

- Deliver support across various channels on all licensed clients to successfully ensure resolutions to all cases;
- Manage cases in accordance with Service Level agreement, process, and procedures.
- Enable client success by directing client or product escalations to the correct channels to ensure end to end resolution; and
- Identify and cascade themes or trends relevant to our products and services to the correct channels.
- Establish, communicate, and achieve targets to spur performance and to measure effectiveness

b) Stakeholder Management

- Enable client satisfaction by making pro-active support calls;
- Develop knowledge resources to enable knowledge sharing with the team and clients;
- Achieve active engagement/participation during all knowledge sharing sessions and
- Identify and document observations and findings in formal reports for submission to relevant stakeholders

c) Defect Management

- Manage a wide complexity range of requests and incidents
- Interact with Product and Development teams in reporting and documentation of Defects and Enhancement Requests
- participate in the delivery of solutions and Projects. This may include needs analysis, documentation, script development, testing, and installation / implementation tasks of a technical nature

d) Product & Service

- Oversee complete resolutions on all reported cases for the relevant products; and
- Partner with Product and development teams to assist with testing operations and releasing of relevant products.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Post-Matric qualification. Completed BCom Accounting / Information Technology degree (Minimum NQF Level 6)
- Excellent academic achievements within the specified qualification (Please note that academic transcripts will be requested)
- Product specific knowledge (Caseware and Assurance and Financial Reporting Templates, Caseware Cloud with Assurance and Financial Reporting Apps, Caseware IDEA)
- A minimum of 18 months in a software support or a software technical support role
- Experience with CRM systems (Salesforce.com an advantage)
- Support methodology training (ITIL, 6 Sigma) a plus; and
- Caseware Working Papers Experience.

DESIRED SKILLS AND QUALITIES

KNOWLEDGE

- Good understanding of auditing and financial environment and processes.
- Highly computer literate with an interest in Software and IT.
- Demonstrated skill and experience with software development and scripting, or similar.
- Experience troubleshooting Client Server and Web Client applications.
- Understanding of database platforms, data analysis and retrieval.
- Basic understanding of load and performance testing.

SKILLS

- Technical troubleshooting and problem-solving skills.
- Good communication and presentation skills (verbal and written).
- Excellent technical skills and knowledge.
- Microsoft Office.

ATTRIBUTES

a) Personal Attributes and Qualities

- Focused, customer and results oriented, driven by excellence.
- Effective problem-solving skills.
- Ability to work in a fast-paced, high pressured and collaborative environment.
- Ability to effectively manage time, prioritize tasks and learning as well as work within deadlines with little supervision.
- Good interpersonal and collaborative skills.
- Demonstrate ability to show initiative.
- Great attention to detail.
- Good time management and priority handling.

APPROVAL

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof,

Support Manager

Date
