



## Job Description

Sept 2009

**Position:** Customer Support  
**Department:** Customer Services  
**Location:** Brentford

Reporting to the Customer Services Manager, you will be responsible for providing telephone and email based customer support and assisting in the implementation of projects, for our UK customers.

## Main Responsibilities

The following is a list of the initial responsibilities for the role:

- Provide technical support for all UK Customers
- Provide training for our UK customer both on and off site
- Provide support and training for new staff on the use of our products
- Assist in maintaining and updating the online product help & technical/user guides
- Assist in testing new releases of products to assure compliance
- Provide customer feedback for the Product Development team
- Provide occasional support for non-UK offices

You will enjoy working as part of a team and as the role is predominantly customer facing it is essential to have good communication skills. Any experience with the use of software and technology will be useful, but not essential. Initially the role will be based in our Brentford office, however you will get the opportunity to travel to customer sites as your responsibilities increase.

## Required Skills

The following list details the skills required for the position:

- Excellent verbal and written communication skills
- Good telephone technique
- Highly motivated and determined team player
- Tenacious and self-disciplined
- Productive under pressure with a flexible and helpful attitude
- High energy levels and 'can-do' attitude
- Conscientious attitude towards quality and detail
- Ability to adapt to fast moving and changing environment

The role offers excellent future prospects for a hard working and motivated individual and will provide the experience and skills required to progress as a trainer and Implementation Specialist.

## Company

Sword CTSpace provides document control, cost management and business process automation solutions to companies with capital assets to design, engineer, construct and maintain in any location in the world. More than 145,000 professionals on 13,000 projects in 56 countries benefit through online collaboration, enabling their companies to improve internal and external communications and demonstrate measurable business benefits. Solutions are available as SaaS or by extensions to the major ECM solutions such as Microsoft SharePoint or IBM FileNet P8. For more information, please visit [www.sword-ctspace.com](http://www.sword-ctspace.com)

## Contact details

If you would like to apply for this job, please send your CV and cover letter to Sarah North ([sarah.north@sword-ctspace.com](mailto:sarah.north@sword-ctspace.com)).