
Helpdesk Support

Overview

Muddy Boots is a leading software company developing quality assurance and traceability management solutions to leading brand-holders, retailers, suppliers and producers throughout the global food industry.

With continued growth, both in UK and internationally we are now looking for highly motivated Helpdesk Support.

Main Duties

- Provide support to our customers by listening and providing guidance over the telephone on the use of Muddy Boots software applications
- Prepare and send updates to our customers and maintain accurate customer records of all information sent
- Assist with customer training and the development of training and support materials
- Assist with testing software products developed by Muddy Boots
- Assist and support software implementations on site where required
- Other reasonable duties which you may be requested to perform from time to time by your line manager/supervisor

Person Specification

- Good working knowledge of Microsoft Access, SQL or other database would be advantageous
- Good general computer skills
- Excellent communication skills
- Willingness to learn and work as part of a team

Salary

We offer excellent working conditions with good long term prospects for the right person and a salary dependent upon experience.

This position offers an excellent opportunity for an individual that is willing to learn and progress within the Company and the IT industry. The successful candidate will be given the opportunity to develop and acquire new technical and personal development skills.