

Technical Support Officer



it all starts with you™
**INTERNATIONAL
WORKPLACE**

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About Us

At International Workplace, our combination of subject-matter expertise and technical innovation, helps organisations to drive performance and individuals to realise their potential. It also makes us a unique place to work; bringing together a start-up culture and 25+ years' experience within the learning sector.

We are family-friendly, remote first and have a great team of people working together on our mission to evolve into a digital learning company. As part of our strategic move to focus our products entirely on digital solutions, we have a small but growing development team building an eLearning platform using the latest SaaS technology.

What can we offer you?

- 24 days holiday (increasing to 29 with years of service)
- Celebrate your birthday with the day off
- Additional Leave Purchase Scheme
- Remote or hybrid working options
- Perkbox access to discounted goods
- Employer pension contribution of 4%
- Paid volunteer days
- Learning and development opportunities

The role

As we continue to grow our business, we have a unique opportunity for a Technical Support Officer to join us in an exciting role that spans both our development and learning service teams. The role will be integral in the support of our digital learning technologies. We are looking for an individual with sound technical knowledge and ability, who will excel within a customer focused role.

Main responsibilities

- Overseeing the support portal, triaging support tickets, and providing prompt solutions.
- Carrying out technical fixes or escalating to a team member where appropriate.
- Being the main customer contact point for technical support, including SCORM integration.
- Providing excellent technical support and liaising effectively between development and learning services teams.
- Updating the project management system to communicate progress across teams.
- Reporting to Project Manager or ticket holder on current issues and solutions.
- Collaborating with the learning services team to develop appropriate service standards and timeframes.
- Working with the wider business to achieve business goals and commitments, whilst upholding our values.

About you

- Aptitude for understanding technical problems, and being solution orientated.
- Excellent interpersonal skills, with a customer-focused approach.
- Technical ability; ability to read and understand code. Knowledge of PHP and MySQL is essential.
- Ability to communicate technical issues in a digestible manner.
- Adaptability to work in a skilled technical environment with changes in direction and demand.

To apply:

Please send your CV and a short covering letter to:

recruitment@internationalworkplace.com

For more information visit:

www.internationalworkplace.com/about-us/careers