

## Job Description

<b>Job title</b>	<b>Customer Support Consultant</b>
<b>Location</b>	<b>Brisbane, Australia</b>
<b>Reports to</b>	<b>Support Operations Manager</b>

### Job Summary

Provide customer support services to our cloud and on-premises customers for the Oniqua software.

### Key Responsibilities and Accountabilities

- Drive customer satisfaction and service excellence through quality support action, excellent communications, processes and systems
- Provide 1st and 2nd level customer support to Oniqua's customers and staff in accordance with agreed service levels
- Deliver on the agreed support process from end-to-end including support jobs that are escalated/referred to others
- Promote self-service support through the development of FAQs, Knowledge Base and other online support systems
- Provide input and help to deliver ongoing improvement to the support processes
- Manage outbound communications including outage notifications, monthly status reports and software update notifications
- Ensure proper handoff and collaboration between regions
- Perform routine administration and operational activities on Oniqua's cloud platform
- Ensure compliance with information security policies & procedures

### Experience and background

- 3-5 years' experience working in a customer support role
- Bachelor's degree in Computer Science, IT or related field OR equivalent combination of education and experience.
- Previous experience in Customer and Product based support processes and systems
- Previous experience supporting SaaS or cloud based software
- Experience with or knowledge of Reporting Platforms including Tableau or Business Objects
- Experience with or knowledge of SQL

### Required Behavioral Attributes

- Flexible and adaptable approach to a rapidly changing environment
- Proven superior problem-solving skills

- Excellent written and verbal communication skills
- Excellent attention to detail
- Highly energetic and charismatic
- Customer focused with a friendly demeanor, must be able to see things from the perspective of others
- Motivated and passionate about helping others to excel
- A creative, out-of-box thinker and change advocate
- Willing and able to travel 1-3 times per year including internationally.
- Outstanding team player