WINDOWMAKER SOFTWARE LTD

Software Services Analyst

The primary job role is to handle Customer Projects and provide Second Level service to customers.

Responsibilities

Customer Project Management

- Ensuring that the order has all the required information
- Completing the Discovery phase

Customer Service

- Resolving escalated cases by First Level Support and escalating unresolved or critical cases to Third Level where necessary
- Documenting problem and resolution in Knowledgebase Articles for quick response in future

Training

- Planning, packaging and delivering customised training to customers
- Acclimatise the customer with Windowmaker with demos using trial data
- Preparing presentations and videos for the complex options
- Training First Level Support staff

Management

- Regular weekly reports to the management

Key Tasks

- Handling the techno-commercial aspects of project deliveries to the window manufacturing industry
- Ensuring correct estimates for new projects and Scheduling projects when orders are received
- Ensuring projects progress as per delivery schedule
- Liaising with customers providing quick responses to queries
- Monitoring/shuffling projects to accommodate urgent deliveries
- MIS to top management regarding project progress
- Ensuring commercial viability of new projects

Performance Standards

- Ensure customer projects are completed to their satisfaction through the Discovery and Deployment stages
- Resolve cases within a maximum of 2 hours
- Provide solutions within 24Hrs for Gold Users and 48Hrs for Normal Users
- At least 80% of the available time logged

Skills Required

- Is an organiser and able to work to a routine
- Excellent communicator (written & oral)
- Can chase people and easily absorb technical inputs
- Has patience and is diplomatic

Qualifications

Bachelor's Degree in Engineering

Experience

1-3 years experience in relevant field

Contact Details: hr@windowmaker.com

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