



Job description

Title: Assistive Technology Support Specialist

Location: Malvern, UK

Reporting to: Support Manager

Contract: Permanent, Full-time or Part-time hours available (willing to consider a job-share arrangement)

The Company

We create technology that gives a voice and independence to people that don't have speech. Our products include a combination of specialist hardware, software and content that are used by disabled people around the world.

Our solutions are supplied in over 30 different languages and are available in over 100 countries. To achieve this, in addition to our own UK and US sales team, we support a trusted Partner Network who work with us to translate and distribute our products.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, USA.

The role

Our Support team provide exceptional customer service as standard with excellent customer satisfaction scores received consistently from month to month and year to year. We provide technical and implementation support to people who use assistive technology, professionals in the industry and our network of distributors. Our customers contact us from around the world using a variety of channels from email and phone to Facebook and online chat.

We have a one size fits one philosophy to ensure the disabled people who use our products have the best solution to meet their specific needs. This means the support we provide is bespoke and requires an in-depth knowledge of our specialist software, content and hardware. You will need to empathise with users and professionals who call us for help, many of whom will have limited knowledge of computers. Patience, understanding and excellent communication skills are as important as technical competence.

Responsibilities

- Provide technical support for our full product range, including legacy products, across the full range of support channels – these are currently phone, email, online chat and Facebook.
- Provide more advanced support via remote sessions (using Team Viewer) as appropriate.
- Offer advice and guidance on how to get the best out of our hardware and software.
- Solve problems caused by Microsoft Windows or system configurations.
- Train users and professionals on our software and hardware.
- Log all support queries into CRM system and update records as necessary to ensure knowledge is shared and customers' experiences are consistent.
- Embrace new support technologies and proactively seek to develop our support channels.
- Create knowledge base articles for frequently asked questions so people can self-serve on our website and for future signposting.
- Create quick videos or screen captures to demonstrate hints, tips and how tos that can be shared on our website and social channels.
- Liaise with other teams to resolve customers' issues as required, including software development, admin, repairs and sales.
- Support our UK and US sales teams as required. These teams are customer facing with speech and language professionals, UK NHS Hubs, US key centres, assistive technology users and schools so will sometimes need timely support while conducting assessments or training sessions.
- Identify when a support query should be escalated to a hardware repair or follow up from the Sales team.
- Support our international partners to support their customers.
- Provide occasional weekend social media cover – approximately 1 weekend every 12 weeks - to our Facebook Community.
- Work occasionally from our Bristol office – approximately once a month - to ensure close collaboration with our development and marketing teams.
- Keep up to date with our product developments to ensure a high level of support knowledge.
- Attend and support external training days or company events when required.
- Be proactive in assisting with any development or research projects as required.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills

- Candidates must be able to consistently offer a friendly point of contact for customers who need our support
- Excellent interpersonal communication skills
- A confident and friendly manner
- Excellent time management strategies, being able to quickly prioritise tasks
- Good IT skills; able to provide support for Windows issues

- Excellent written English skills
- Attention to detail
- Patience
- Willingness to learn
- Proactive attitude

Useful skills

- Knowledge of assistive technology
- Experience of working in education or a care setting
- Experience and/or understanding of disabilities
- Experience of using social media in a professional capacity
- Technical knowledge of iPad or iOS platform are advantageous
- Clean driving licence

Additional Information

- Our core business hours are 9am – 5.30pm. Within this position you would be required to work on a rostered shift pattern between 8am – 7pm to ensure all our customers receive the best possible service. Please only apply if these flexible hours are suitable for you.
- A job-share or part-time / school hours will be considered for this position.
- Working between the office and your home is possible, during COVID period and beyond.
- Salary based on experience
- Malvern and Bristol office compliant with UK government Covid-safe guidance

Rewards and Benefits

- Smartbox offers Company Pension, Group Life Assurance and Income protection together with Private Medical Insurance
- 25 days annual leave plus bank holidays
- Cyclescheme
- Laptop
- Flexible working
- We are passionate about our people and offer many social events including a family weekend away and Christmas party each year

At Smartbox we believe everyone has the right to a voice. This belief is what the company was founded upon nearly 20 years ago and remains true today. We welcome applications from members of all communities and encourage those from diverse groups to join us.