wonde

Technical Support Advisor

Melissa Parr

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Wonde is an innovative education technology company based in Newmarket with offices in Cornwall and Sydney (Australia). Working with 14,000 schools, Wonde utilises cutting edge technologies to help improve efficiencies for schools, the software providers they use, with regards to Wonde allows companies to easily access sensitive school data. It's incredibly difficult, expensive and time consuming for them to access data from within a school, and Wonde makes the whole process simple and cost-effective.

Wonde also helps students, teachers, and parents access education software with our innovative tools; Take a look at our website for more information https://www.wonde.com

The position

Wonde's Technical Communications Team requires a Technical Support Adviser that will act as a technical resource for the entire Comms department.

Basic responsibilities will be:

- Working with Schools directly to arrange appointments, complete integrations and troubleshoot issues;
- Engaging with the overall team to provide support and assist with advanced technical support issues;
- General technical resource that can assist with day-to-day issues that occur within the company;
- Supporting Communications Manager in the achievement of company targets.

Our ideal candidate will have:

- Strong 'can do' mentality;
- Excellent communication skills, both written and oral with a high degree of attention to detail;
- Proven Customer Service experience;
- Knowledge of Active Directory or networking desirable;
- Experience with the setup and maintenance of Windows-based IT systems;
- An all-round skill set that can provide support for a wide range of technical issues;

- Good attitude towards individual success and team success;

Wonde is an exciting, modern and busy environment with a 30-strong team that is focused on getting results every day, and the preferred candidate should be willing to provide a strong addition to this hardworking, goal-driven but relaxed environment.

Job Type: Full-time

(No agencies please)