

Position Description: Technical Support Specialist – Tier 2

At Centred Solutions we have ambitions to transform the future of pharmacy dispensing to improve patient healthcare for all. Our award-winning, innovative technology is now being used by a number of leading names in community pharmacy. We're passionate about partnering with our customers and supporting them to get the most from our solutions and that's why we're looking for an all-star Tier-2 Support Specialist to be the next line of defence for our industry leading pharmacy automation lines. If you're tech savvy but also love working with people, we'd love to chat. This role is a great opportunity to work with Account Managers, Design and Field Engineers and outside vendors, as well as customers, on solving critical technical issues. Candidates must have the ability to quickly assess and resolve complex problems across a broad range of computer systems that make up an automation production line. Occasional planned travel in support of on-site diagnosis, testing/verification activities and training.

What You'll Do

- Drive resolution of technical escalations, including identification of root cause and issue resolution
- Provide as the interface between customers and engineers the communication for successful solutions to resolve service interruptions and defects
- Exceed customer expectations on response quality, timeliness of responses and overall customer experience
- Properly document all interactions within ticketing systems
- Provide proper details for escalated issues to a Tier 3 team for success
- Provide well-thought out direction to help customers deploy and maintain existing products
- Author and review knowledge base content to promote support scalability and improve self-service capabilities
- Provide feedback within the organisation about issues that can be addressed before they become serious or widespread
- Push creative thinking beyond the boundaries of existing industry standard practices to come up with process improvement
- Provide technical (Help Desk) support to learning management systems' users

What You'll Need to Succeed

- Two or more years of experience in customer support, technical support, system administration or a related customer-facing role, with a minimum of two years in a technical role
- Knowledge of SQL databases including installation and maintenance operations as tuning and backups, Microsoft SQL a plus
- Capable of install and maintaining Microsoft Server, Windows 10, and other operating systems like Linux/Ubuntu a plus
- Server hardware knowledge around different levels of RAID, NAS, Processor, and working knowledge of VMware/ESXi server management

- Knowledgeable about general computer networking diagnosis and configurations (Firewalls, Routers, and Layer-2 switches)
- Passion for solving customer issues and advocating for their success
- Ability to learn new technologies and product-lines quickly
- Excellent relationship with management and ability to provide stellar customer service in multiple forms (written, conference calls, in-person)
- Ability to remain calm, composed and articulate when dealing with tough customer situations
- Team Player with the ability to align multiple partners and cross-departmental efforts.
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time sensitive deadlines
- Creative thinker, resourceful, and independent

Desired Qualifications:

- Associate Degree in computer science field, Bachelor's Degree preferred
- 3 years of experience in education related field
- Demonstrated successful project management skills
- Programming certifications, experience, or related course work
- Expertise in supporting technology, experience supporting learning management systems
- General warehouse operation and process understanding
- Any pharmacy workflow understanding a plus
- Experience/training in providing technical support

Technical Skills:

- Installation, operation, maintenance, and repair of operating systems, networks, and programs on personal computers and servers
- Direct LAN and Server administrating experience desired
- Understand Web-Server architectures
- Able to craft SQL queries and able to interpret data models to assist in cause-analysis

Language and Communication Skills:

- Ability to compose, read, interpret and edit complex documents and correspondence and relate information to stakeholders
- Communicate positively, professionally, and effectively to all stakeholders, both verbally and in writing
- Follow detailed written and verbal instructions
- Accurately proof read numerical and text data

Reasoning Abilities:

- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner
- Ability to apply common sense understanding to execute instructions furnished in written, oral, or diagram form
- Ability to problem-solve (ex. involving concrete variables in standardised situations, etc.)

- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions
- Ability to analyse and interpret data

Role will be home based with some travel to office (or customer sites during training period).