

Position: Cloud Insurance Software Support Consultant - Level 2 or 3

Location: UK – Reading or M4 corridor/ Norway

Employment Type: Full Time

Hiring requirement: 01

Job Description:

Overview: Join our dynamic team as a Support Specialist specializing in Cloud Insurance Software at Level 2/3. In this role, you will play a crucial part in ensuring the smooth operation and client satisfaction with our cutting-edge cloud-based insurance solution - Seamless. As a Level 2/3 Support Specialist, you will be responsible for troubleshooting complex issues, providing advanced technical assistance, and collaborating with development teams to enhance the overall product experience.

Key Responsibilities:

1. Advanced Technical Support:
 - Tackle escalated technical issues related to the cloud insurance software, demonstrating expertise in problem analysis and resolution.
 - Act as a point of contact for complex customer queries, ensuring timely and effective solutions.
2. Troubleshooting
 - Conduct analysis to identify the root causes of application issues and provide solutions.
 - Collaborate with cross-functional teams to address and resolve complex technical challenges.
3. Customer Interaction:
 - Provide exceptional customer service by communicating technical information in a clear and understandable manner.
 - Collaborate closely with clients to understand their unique requirements and offer tailored support solutions.
4. Documentation and Knowledge Sharing:
 - Create and maintain detailed documentation of troubleshooting procedures and solutions for reference and training purposes.
 - Contribute to the knowledge base by sharing insights, best practices, and technical tips with the team.
5. Continuous Improvement:
 - Participate in regular team meetings to share insights and contribute to the enhancement of product support processes.

Qualifications:

Essential

- Bachelor's degree in computer science, Information Technology, or related field.
- Proven experience in supporting cloud-based at Level 2/3.
- Basic knowledge of AWS (e.g. check Cloud Watch logs)
- Basic SQL
- Proficiency in reading and understanding C# and node.js code (ability to write code is a bonus but not essential)
- Excellent communication skills and the ability to convey technical concepts to non-technical stakeholders.
- Self-motivated and able to work remotely.

Good to have -

- Used JIRA, JIRA Service Management and Confluence
- Used Azure DevOps
- Insurance industry experience
- Experience of multi-tenant and micro-service solutions
- Experience of low-code/no-code solutions
- Familiarity with Agile methodologies and experience collaborating with development teams.
- ITIL Qualified