

Technical Support Assistant

Comgem is an innovative B2B Ecommerce Solution provider who is looking for a highly motivated & driven Technical Support Assistance to join our award-winning team.

You'll share our passion and commitment to developing high quality innovative solutions that exceed our customer expectations.

In addition to working alongside a highly experienced team of developers you will also work with and support our customers to maximise their benefit from the platform.

The role will be based in Bridgend town centre where you will be working in a small team developing high quality ecommerce and business solutions. You'll share responsibilities across the entire support life cycle including:

- Assisting the commercial team with project management
- Working closely with the design team to provide feedback on layouts
- Assisting the developers with coding up layouts
- Importing customer data and information into the platform
- Assisting with testing
- Supporting customers in using the platform

Skills and Requirements

You'll be highly driven and motivated. You'll need to be a team player as well as being able to pick up tasks on your own initiative. This is a highly varied role where you'll be able to work on multiple project and deadlines.

You will have a strong knowledge of web development and various ecommerce solutions.

Candidates will be able to demonstrate the following skills:

- A strong knowledge of web development
- Ability to manage and manipulate data
- Providing great customer support
- Excellent communication skills via email, ticket and over the phone
- Cross browser / QA testing
- SEO – technical optimisation and advising customers on SEO

Desirable:

Whilst the role is predominantly a support role - it would be desirable if you are able to demonstrate some of the following skills:

- MS SQL server 2008 +
- IIS configuration
- Implementing different payment gateways

Application Process

In the first instance please submit your CV and a covering letter outlining your suitability for the role along with any relevant examples. Within your covering letter please provide examples of your work which is publicly accessible along with salary expectations. Please email this to danielleattard@comgem.com

Job Type: Full-time