

# Systems Support - Trainee

## About Fortix

Fortix is a leading provider of end-to-end business software that empowers successful small to medium-sized businesses. We provide cutting-edge, cloud-based CRM and Business Management software that automates business processes and gives our clients the competitive edge they need.

Due to our continued success and rapid growth, we are looking for a Systems Support Officer Trainee to join our Service Delivery Team. The role has depth, servicing Support and Onboarding therefore requires a candidate who is agile, hard-working individual and is looking to build a rewarding career in the IT industry.

## About the role

### Details

- Role type: Permanent Full Time
- Full-time: 38 hours per week
- Business hours: Monday to Friday
- Location: Office

### Duties

#### Support

Typical duties include, but are not necessarily limited to:

- Process incoming support requests into Fortix (email or phone).
- Perform triage on incoming support requests, including replicating the client issue and escalating when required.
- Liaising with internal and external stakeholders to clarify support specifics.
- Maintain logs documenting steps taken.
- Tracking support tasks and keeping clients informed of progress.
- Actioning and completing activities within budgeted hours and deadlines.
- Communicating resolution clients (written, verbal or video recordings).
- Complete documentation for internal and external training use.
- Additional ad-hoc system configuration as directed by Digital Managers and Client Care Manager.

## Onboarding

Typical duties include, but are not necessarily limited to:

- Assessing and recording client business functions and desired outcomes.
- Creating client-facing project status updates.
- Maintaining onboarding plans to track overall progress.
- Fortix Freedom system configuration.
- Handling and responding to client onboarding enquiries, escalating or delegating as appropriate.
- Actioning and completing activities within budgeted hours and deadlines.
- Client system training, on-site and remote.
- Creating process documentation for client specific system configurations.
- Updating existing system and features documentation and keeping it current at all times.
- Providing client service of the highest quality.
- Liaise with Digital Manager team members to escalate configuration or custom requests.

## Key Responsibilities

The Systems Support role is focused on assisting in the efficient delivery of automated business systems to clients by:

- Be professional and helpful at all times.
- Following up with clients (email and phone), sourcing missing information, and keeping customers updated.
- Working as part of a team to promptly resolve enquiries and issues.
- Maintaining professional relationships with internal and external stakeholders.

## Support

- Accurately resolving enquiries and issues, and escalating where required.
- Promptly responding to clients and providing updates when their requests are escalated.
- Collecting relevant client data in the use in the triage process.
- Assisting and supporting development activities of Fortix systems and upgrades.
- Provide feedback to Developers and/or Testers when improvements have been identified.

## Onboarding

- Assisting with the preparation and successfully actioning onboarding plans.
- Assisting and supporting onboarding activities related to Fortix Freedom systems and upgrades.
- Precisely managing all tasks and completing them on time and budget.
- Gather required approvals from clients or internal team.
- Manage data imports.
- Manage client's expectations while maintaining the best possible relationships.
- Meeting with clients and supporting Business Leaders.
- Maintaining cordial business relationships with third party vendors.
- Promptly responding to customer inquiries and issues during the onboarding process.
- Working with key people to personalise the configuration of the client's Fortix Freedom system.
- Quality assurance testing of system configurations relative to the client's required outcomes.
- Provide product gap feedback to Business Leaders.

## Key stakeholders

- Reports to: Client Care Manager / Business Leader / CEO
- Direct Reports: N/A
- Key internal Relationships: Business Leader, Client Care team, Developers & Testers
- External Relationships: New and Existing Clients, Software partners/suppliers

## About you

### Skills

You will ideally have the following skills:

- Excellent communication skills.
- Excellent Microsoft Office / G-suite skills.
- Excellent interpersonal skills.
- Excellent customer service skills.
- Able to write and deliver clear and concise system training material.
- Excellent telephone and videoconference manner and able to respond to customer queries.
- Experience in configuring & testing software, making suggestions (desirable).
- Superior lateral thinking and common sense.
- Knowledge of cyber security best practices.

- A depth of understanding business best practices.
- Information System / Data management skills (desirable).
- Ability to prioritise competing priorities.
- Ability to work under pressure and have multiple stakeholders to manage.

## Personal Attributes

We are looking for someone who:

- Is able to demonstrate exceptional written and verbal communication skills.
- Is self-motivated with a proactive approach to managing and completing required tasks.
- Business acumen.
- Well presented.
- Has a 'Can-do' attitude.
- An inquisitive nature.
- Is able to effectively manage time and tasks within the team to ensure efficient work delivery.
- Places a high value on providing excellent customer service.
- Takes personal responsibility to complete tasks on time.
- Has high ethical standards.
- Acts to minimise errors.
- Pays attention to detail.
- Is quick to learn new things.
- Enjoys working with technology.
- Is a team player.

## Experience

Experience in the following will be highly regarded:

- Worked as a software onboarding consultant for a software company.
- Projects or Operations Administration.
- Level 1 Tech Support.

## Qualifications

A degree or certificate in a relevant subject or discipline is desirable, such as:

- Business management or similar

- IT or similar

Experience working in one of our market segments will be highly regarded, such as:

- Insurance, manufacturing, member based organisations, professional services, consultants.

## Application

Our team believes in giving back to the community, as such we are happy to up-skill a candidate through on-the-job training, to provide them the opportunity to grow their skills within the IT industry.

Do you think you have what it takes to be successful in this role?

If so, and if you are looking for a rewarding role within a rapidly growing company that has excellent future career growth opportunities then we'd love to hear from you.

To apply, please send your CV and a cover letter to [jobs@fortix.com.au](mailto:jobs@fortix.com.au)