

Customer Support Consultant

The Role

The Customer Support Consultant will assist in providing “first-line” support to our existing installed base of customers covering all Sage X3 modules from Manufacturing through Sales to Finance and associated Business Report Systems. This role is “hands-on”, with a direct reporting line to the Customer Service Manager and daily interaction with the Consultancy and Development teams. There is a possibility of including program development work in the role subject to workload and suitability of successful candidate.

Skills & Experience

The ideal candidate would have at least 24 months' experience supporting Sage X3 with a Sage Business Partner or internally with an End User as a super-user / system administrator. A working knowledge of SQL and Crystal Reports would be highly advantageous.

Who we are looking for

The Customer Support Consultant will be someone with the ability to:

- Communicate clearly and effectively.
- Be self-motivating and be able to work under your own initiative.
- Be an effective member of a team.
- Work effectively from home as a remote worker.

The successful candidate will have an approach to work that is flexible with a keen interest in developing their skills.

Remuneration

Salary to be commensurate with experience.

We offer competitive salaries to attract and retain the highest calibre of individual, and our package, following successful completion of the probationary period, includes private health insurance, contributory pension scheme, mileage allowance and a share in the company bonus scheme.

Location

This is a home-based role. Location is not necessarily important although preference will be given to UK based applicants (with full, existing, eligibility to work in the UK).



About Us

Inixion specialises in delivering only Sage X3. Inixion is both a Sage UK and Sage North America partner delivering projects and providing support to businesses globally. Inixion has been implementing Sage X3 projects for more than 14 years and have a highly experienced team that is able to cater to customers of all shapes and sizes worldwide.