



Job Title: IT Software and Technical Support Advisor

InXpress is a franchise organisation within the express parcel delivery and freight industry. We work with globally recognised carriers such as DHL, TNT, and Fedex, as well as many other carriers. We are primarily a sales business but pride ourselves on the logistics expertise and ongoing service support we provide to our customers via our online shipping portals and personal face to face interaction.

We are looking to appoint an IT Support Advisor to be based in our UK Rochdale office to support our core bespoke software and users in the Europe and Africa region. Under the supervision of the UK team leader you will work predominantly supporting our country offices in the UK, Netherlands and Germany. You will also be liaising with other InXpress support teams and third party software vendors in Asia and America. Whilst the majority of the time this role will be focused on supporting the software our customers and franchisees use we are looking for someone with a strong technical knowledge who can also be involved in server management, hardware configuration, domain and email management.

Responsibilities and Duties

Main Responsibilities Include:

- Providing first line support to country users of our tailor built software solutions in the shipping industry.
- Management and communication of issues and resolution between third party software vendors and the users.
- Training on the use of our software solutions.
- Configuration of our software solutions. (Bespoke and third party)
- End user testing of releases and new features prior to final release to all users.
- Maintenance of issue logs and reporting.
- Hardware and desktop troubleshooting and resolution
- Support and management of our email solutions
- Maintenance of active directory and basic server maintenance

Qualifications and Skills

Essential Skills / Experiences:

- Previous experience of IT software support
- A flair for problem solving and troubleshooting
- Attention to detail
- Good knowledge of active directory and Microsoft Exchange Online
- A good IT technical background as a minimum
- Friendly, enthusiastic and a good team player

- Excellent interpersonal and communication skills
- Ability to remain calm when faced with difficult situations
- Self-motivated and willing to take the initiative
- Organised, capable and highly efficient to ensure prompt response times

Desirable Skills / Experiences:

- Knowledge of the shipping / logistics industry
- ITIL practices
- Previous experience of Rackspace emails
- Previous software testing experience
- Experience of supporting e-commerce plugins on app stores.
- Some coding understanding or experience.

Benefits

- Childcare Vouchers
- Pension scheme
- Generous annual leave entitlement

This is a full time role working Monday to Friday 9:00am to 5:00pm, there are excellent transport links nearby, Metrolink into Manchester and Rochdale just 5 minutes walk from the office. The M62 is just a 5 minute drive from the office.