



Technical Support Analyst

JANUARY 2019

Salary: £18-30k depending on experience + Benefits
Location: Chelmsford, Essex, UK
Role: Technical Support Analyst

You must have the right to work in the UK.

About Mintsoft

Mintsoft is a cloud based order and warehouse management platform that's been built from the ground up for 3PLs and multi channel retailers. It's integrated with all the major market places and e-commerce platforms, as well as all the major couriers. Some of the most innovative warehousing and logistics businesses in the UK and further afield trust Mintsoft to help facilitate the despatch of millions of parcels per year.

Role description

We're looking for an exceptional technical support analyst to help support our market-leading platform.

Our platform handles millions of transactions per week which continues to grow as demand for e-commerce fulfillment grows.

jobs@mintsoft.co.uk



The role will include the following

- Helping customers troubleshoot and navigate through system processes
- Assisting Mintsoft customers with varied skill levels and system experience
- Helping maintain our online knowledge base
- Logging issues with sufficient detail and reproducibility
- Suggesting improvements and features to help improve the platform and customer experience
- Monitoring helpdesk for recurring issues, spot patterns and escalate issues as required
- Dealing with external courier or marketplace help desks to resolution integrations issues

You love the opportunity to solve new problems every day. You can take ownership of technical issues and take our customers' problems, puzzles and bugs through to completion.

Required skills

- Good problem solving
- Experience in 1st or 2nd line support role
- Experience of remote support tools e.g. Teamviewer
- Good communications skills
- Strong team member but able to work independently when required

Any experience of e-commerce / warehousing / mailing operations would be advantageous.

Why join us?

Working at Mintsoft means continuing the innovation of an indispensable platform, built and supported by an awesome UK-based team.

- Exciting opportunity to join a fast growing company
- Share in the company's success with our bonus scheme
- Flexible hours
- 30 days annual leave plus bank holidays
- Dynamic company with a flat management structure allows you to make your ideas count
- Use the latest technology and hardware
- Learn new skills and develop existing ones



- Healthcare offered includes discounted gym membership and other perks
- Regular team events plus a summer and Christmas party
- Casual dress code
- Never work on your birthday
- Our fridge is stocked full of drinks and snacks

How to apply

Please include your CV or LinkedIn profile, and a brief introduction.

jobs@mintsoft.co.uk