Role: 1st Line Support Client Success
Contract: Permanent
Location: Bank, London
Salary: Dependent on experience

THE COMPANY

We are a fast-growing technology company with offices in London and Manhattan, dealing with great clients across the globe.

Our product uses artificial intelligence techniques to capture data from unstructured documents such as pdf’s, spreadsheets and emails.

Our parsing technology provides efficiencies and auditability to repetitive tasks which would normally require the time-consuming manual extraction of data.

As our parsing technology is being adopted by more large financial data, services and technology companies, we are creating a dedicated Client Support role to be the first point of contact for our clients and interact internally with data model implementation experts and the infrastructure and development team.

You will need to show a strong aptitude for troubleshooting, problem solving, root cause analysis and lateral thinking, along with good communication skills.

THE ROLE

**Essential Skills:**
- Supporting the Jira Service Desk process (assigning tickets, communicating to customers, raising tickets when necessary)
- Creating documents and maintaining Jira Service Desk knowledge base
- Thinking outside of the box

**Desirable skills:**
- Experience in working with Citrix XenApp
- Active Directory user management, reset services
- Jira Projects, Confluence, Jira Service Desk
- Fast learner

**Responsibilities:**
- Investigate, diagnose, and fix (if configuration or environment problem) or triage (if suspected error in application) production issues.
- Record and document common issues so that similar problems in the future are able to be quickly resolved.
- Act as the main point of contact (1st line support) for customer service desk.
- Possible shift work or rota to cover Asia. (start time 8am).

Candidates should be able to start within four weeks and be eligible to work in the UK without visa sponsorship. This is a fantastic opportunity for someone looking to join a successful and supportive company that is committed to the training and development of its employees.

To apply for this role, please submit your CV along with a cover letter to:
https://semanticevolution.bamboohr.com/jobs/