

<b>Job title</b>	<i>After Sales Consultant</i>
<b>Reports to</b>	<i>Manager / Team Leader</i>

## Who Are We?

Founded in 1994, our mission @ Information Systems Limited is to provide the most comprehensive, cost effective and innovative business software solutions through a cooperation of expertise and knowledge.

We are committed to deliver the highest level of value to our customers and to provide a dynamic and challenging environment for all our employees. The group now employs over 65 professionals, and services over 600 customers both locally and overseas and is ISO 9001:2015 certified.

## Job purpose

- Provide client support in a timely manner. This can either be done via telephone, remotely or onsite.
- Ensure quality standards are adhered to.
- Act as a main contact with the client and ensure client satisfaction at all times.

## Duties and responsibilities

- Handle telephone support and escalate calls when deemed necessary and appropriate.
- Handle assigned tickets.
- Design and generate/amend new or existing reports.
- Handle software implementation phases or part of including:
  - Installation;
  - Set-up;
  - User training;
  - Testing;
  - Data conversion;
  - Go Live and Hand holding.
- Handle client/user or internal documentation.
- Work and ensure that client and project deadlines are met.
- Ensure that all client works and requests are logged in a ticket; all correspondence is in ticket; time is inputted and closed when ready.
- Contribute to knowledge sharing amongst other team members.
- Problem solving and present findings to release management and development teams; Troubleshoot client issues and provide short and long term solutions.
- Liaise with release management and carry out testing and client upgrades as required.
- Communicate any client feedback to team leader and management.
- Handle other specific tasks as assigned by superiors and as required by the Company.
- Contribute to internal process improvement initiatives.
- Handle the inputting of timesheets within 24 hours of working on a job or a task.
- Ensure day to day processes follow ISO procedures as set in the QMS Manual.
- Adherence to the company Code of Conduct, unless otherwise specified in the job description.

The company may assign other duties from time to time depending on the current needs.

### Qualifications

- A first Degree or equivalent related to Information Technology or experience in a similar position for 2 years.
- Basic knowledge in the following areas:
  - Company Business processes
  - Accounting Fundamentals
  - Querying SQL Database
  - Report writing

### Working conditions

- At times, the nature of the job may be somewhat demanding due to the tight deadlines that must be met.
- This job might require travelling to client sites locally or abroad.

### Other Requirements

Since the job consists of office related work, there are no particular physical requirements.

### Direct reports

- Anyone the company may deem appropriate.

### Other Requirements:

- On the job training would be provided as and when required. Training may be carried out internally, locally, or overseas. Ongoing training and a structured appraisal system ensure people can grow professionally.
- We offer careers not jobs.
- The opportunity to learn the business processes involved.
- Salary will commensurate with experience, expertise and knowledge.

Send your CV to [hr@isl.com.mt](mailto:hr@isl.com.mt)