

Job Title	Back Office / Front Line Support.
Reports To	Manager / team Leader

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 be done via telephone or remotely.
- Ensure quality standards are adhered to.
- Act as a main contact with the client to ensure client satisfaction always.

Duties & Responsibilities

- Provide back office & front-line support to clients using EYESEL Business Suite and other applications.
- Form part of the after sales team and liaise with other teams as required.
- Documentation of client support issues & status tracking.
- Troubleshooting issues at clients and querying the data before escalating the problem.
- Report writing (mainly using Crystal Reports).
- Testing of applications.
- Training of users.
- Ensure that all client works, and issues are logged in a ticket; all correspondence is in ticket; time is inputted and closed when ready.
- Timely inputting of timesheets.
- Adherence to the company code of conduct.
- System upgrades at Clients.
- Data conversions.
- Documentation of applications.
- Report to Directors or whomever they delegate in their stead.
- Contribute to internal process improvements.
- Ensure day to day processes follow ISO procedures as set in QMS manual.
- Communicate client feedback to team leader and management.
- Contribute to knowledge sharing amongst other team members.
- Other duties which from time to time the Company may introduce.

Qualifications

- An IT related qualification or experience in a similar position will be considered an asset.
- Basic knowledge of the following areas:
 - a. Company Business processes
 - b. Accounting fundamentals
 - c. Query SQL databases.
 - d. Report writing.

Working Conditions

- At times the nature of the job may be somewhat demanding due to the issues needing resolution in the shortest time possible to maintain client satisfaction always.

Physical 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