

Product Support Technician



The Company

Chorus Intelligence is a technology company that produces analytics software for police forces and counter terrorism units across the country. Chorus software is used by around 90% of UK police forces to help with their criminal investigations to cleanse data, spot connections, and create reports that can be used as evidence in court. This all means that as a company we directly support law enforcement in their quest to catch the bad guys and keep people safe!

The Culture

Chorus Intelligence is a customer focused technology company. We employ agile working practices and a flat organisational structure that keeps us all in close proximity. Ideas and new ways of working are encouraged, with quick decisions and actions allowing us to pull towards a common goal. Our staff know they are part of something special and enjoy doing a little bit of good in the world!

The Location

Chorus Intelligence is based in a recently renovated office in the centre of Woodbridge, Suffolk. You will benefit from free annual parking and close positioning to Woodbridge train station. Located in a vibrant market town, there are plenty of shops and cafes within a short walk from the office.

The Role

Due to continued growth we are expanding our product support and helpdesk function, we are looking for a Product Support Technician to provide telephone support to our Police and law enforcement customers and at key times of the year, provide simple field-based software updates at customers' premises.

The ideal candidate should be able to learn new technologies, take ownership and liaise with Developers, Testers and Product Managers in order to own and solve problems for our customers.

The role is based predominantly in our Woodbridge office with travel required to perform hardware and software installations and upgrades at customers sites across the UK. We are currently establishing a US subsidiary and there may be some opportunity to travel, although this isn't compulsory.

The position would be ideal for a candidate who is either looking to move into a Service Desk / IT role, or, who is already an experienced support candidate looking for a new and rewarding challenge.

Must be/must have experience

- Excellent verbal and written communication skills. Confidently able to communicate clearly and concisely with customers and internal staff alike
- Ability to deal with both ambiguous and complex descriptions from customers
- Technically minded
- Excellent problem-solving skills
- The necessary gravitas to deal with customers face-to-face
- Ability to learn from others and share knowledge
- UK driving licence and car – full travel expenses will be paid, and a car allowance is available
- Agreement to successfully complete Security Clearance & NPPV3

Desirable skills

- Previous IT helpdesk or service centre experience
- Experience of supporting Microsoft Windows-based hardware
- Familiarity with the function of a Police Analyst
- Experience of account management and or sales

How we work:

- Full product training will be provided
- We use a Help Desk ticketing system - Zendesk
- We have an issue tracking system - JIRA

The Benefits

- Competitive salary (above the market rate for the right candidate)
- BUPA healthcare
- 25 days holiday
- Full travel allowance
- Death in service – 6 x salary
- Share options
- Training
- Pension (auto enrolment)
- Security clearance

Please send CV and covering letter to Careers@Chorusintel.com – Ref: Product Support Technician