

## SAGE 200 SUPPORT CONSULTANT

We have an exciting opportunity for a Sage 200 Support Consultant to join our team of Sage experts who are dynamic individuals with an outlook of excellence & success. Sage 200 training will be given if you do not already hold an accreditation.

Established in 1995, AlphaLogix is one of the largest accredited Sage 200 Business Partners and Sage 200 Software Developers in the UK.

We are experiencing rapid growth in our Sage 200 client base, and we seeking an additional Sage 200 Support Consultant to join for our team and hit the ground running.

### Main responsibilities:

- Responding to and resolving Sage support queries via telephone, email and remote access.
- Receiving and answering telephone calls or emails from customers on the support helpdesk to work towards resolving cases whilst meeting SLA's.
- Problems analysis and investigation work.
- Data investigation work and report writing.
- To carry out other support duties that may be required.

### Practical experience in one or more of the following business areas:

- Experience using or supporting Sage 200 is essential.
- A good understanding of Microsoft Office products is essential.
- Excellent written and verbal communication skills, with a customer focussed approach.
- Strong attention to detail with great analytical skills.
- Pro-active self-starter with the ability to learn quickly and prioritise your own workload.

### Experience of the following would be desirable, but is not essential as training can be provided

- Manufacturing
- CRM
- Project Accounting
- Sicon Module
- Accreditations would be highly advantageous, but training will be given

### We offer:

- Exciting professional and personal development opportunities
- Friendly and professional working environment
- Offices set in an idyllic location with free parking
- Opportunity to work with industry leading Technical Consultants
- Possibility of further studies and progression

Salary negotiable, depending on qualifications and experience

To apply for this role please send your CV to [jobs@alphalogix.co.uk](mailto:jobs@alphalogix.co.uk)