

INSIGHT LEGAL

S O F T W A R E

JOB TITLE:	Legal Accounts Software Support / Trainer
PLACE OF WORK:	Glasgow
REPORTS:	
PRINCIPLE REPORT	Professional Services Director
RESPONSIBLE FOR:	Training and Supporting Legal Practice Management / Accounts Software
	Maintaining a quality brand
	Maintaining an excellent level of service and Client rapport
	Helping to achieve monthly, quarterly and annual turnover through effective support and training.

SCOPE AND GENERAL PURPOSE:

To ensure that Insight Legal Software Ltd is at the forefront of its market and in order to best serve our existing clients and to grow the business through the provision of innovation and quality user friendly software.

KEY TASKS AND DUTIES, ACTIONS AND RESPONSIBILITIES

- Support the Insight Legal Software Product
 - Provide help and assistance to customers on the telephone in a prompt and courteous manner
 - To promote a helpful and professional image to the customer giving full co-operation to any customer requiring attention
 - To attend to customer queries and enquiry's in a caring and helpful manner and with a commitment to dealing with the issue in a positive way

- To anticipate customer needs whenever possible to enhance the quality of service offered by the Company and to ensure customer loyalty is maintained
- Provide telephone and onsite training of the Insight Legal Software product.
- Provide pre-release testing on the product to make sure that they are fit for purpose, robust, and compatible and congruent to purpose. Whilst ensuring that all testing procedures are carried out in accordance with company standard
- Provide support to more junior members of the professional services team.
- To comply with all statutory legislation
- To carry out any other reasonable task as deemed necessary by your Line Manager and or Director.

	ESSENTIAL	DESIRABLE
ATTAINMENT	Accountancy / Bookkeeping qualification of some description	SOLAS (Society of Law Accountants in Scotland) qualification
GENERAL INTELLIGENCE	Demonstrates initiative Intuitive Good cognition Methodical Nuerate	
SPECIAL APTITUDE	Bookkeeping skills Customer Confident Ability to prioritise IT Literacy	Helpdesk experience Legal Software Experience
DISPOSITION	Enthusiastic towards their work Ability to take the initiative Keen eye for 'attention detail' Can do will do attitude Patient Professional Calm Logical Rational Customer focused Career orientated	Looking for a real challenge
CIRCUMSTANCES	Committed to continuous professional development	