

INSIGHT LEGAL

S O F T W A R E

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| JOB TITLE | Software Support and Training Specialist |
| PLACE OF WORK | Office based (Farnborough) with occasional travel to customer sites to deliver on site training |
| DIRECT REPORTS | None |
| PRINCIPLE REPORT | Training & Support Manager |
| SECONDARY 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 enquiries 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
- To comply with all statutory legislation
- To identify and report all and any hazards
- To carry out any other reasonable task as deemed necessary by your Line Manager and the Managing Director

| | ESSENTIAL | DESIRABLE |
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| ATTAINMENT | Accountancy / Bookkeeping qualification of some description. | University/ College qualification in an accountancy based course. Experience of Legal Accounts and knowledge of the SRA (Solicitors' Regulation Authority) Accounts Rules |
| GENERAL INTELLIGENCE | Demonstrates initiative Intuitive Good cognition Methodical Nurate | |
| SPECIAL APTITUDE | Bookkeeping skills Customer Confident Ability to prioritise IT Literacy | Helpdesk 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 | |