

## JOB DESCRIPTION

### Information on Metasphere

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Metasphere is a telemetry business and has been providing leading real time asset management solutions to the utilities sector for over a decade. Based near Epsom, Surrey, Metasphere has a global client base which includes UK, Eire, Europe, and Australia. Metasphere operates an outsourced business model, working with a range of partners providing products and services for integration into complete end-to-end solutions.

### Summary of Role

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**JOB TITLE:** SaaS Application Support Engineer

**DEPARTMENT:** Product Management

**REPORTS TO:** Customer Support Manager

### Main Purpose

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Metasphere has an exciting opportunity within our customer technical support team to join our journey to drive sustainable use of the world's natural resources.

This role specifically provides first and second line technical support to our customers (major water utilities) using our leading-edge solution telemetry system software 'Canvas.' This software is run as SaaS offerings hosted on cloud environments.

A customer focused role with a strong technical background, which will provide front line support to ensure that the software service is maintained and operational for our customers. Responding to a wide range of requests the role will also involve investigating and resolving technical issues as they arise requiring an ability to think on your feet and provide clear information to customers.

The role will work across Engineering, Operational and Product Management teams to provide world-class support to our customers that delivers right first time and delights our customers.

### Principal Accountabilities

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- Provide technical customer support for the Metasphere's telemetry SaaS solution
- Investigate and resolve technical issues providing timely resolution and guidance
- Ability to prioritise requests and tickets and follow through to completion
- Develop and maintain clear communication channels to customers
- Create clear, easy to follow knowledgebase articles for internal use and customers
- Provide appropriate feedback to business regarding service and issues
- Lead customer service for this solution to Metasphere's customers, driving customer satisfaction and delivering to SLAs

## Education/Experience

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### Essential

- Experience of running SaaS solutions in cloud environments e.g., AWS/Azure or equivalent
- Customer-facing skillset managing internal & external stakeholders
- Experience of IT infrastructure monitoring tools e.g., Nagios, AWS CloudWatch
- Help desk ticketing systems i.e., Jira
- Technical capability with analytical and problem solving skills
- Degree in Engineering or equivalent

### Desirable

- Knowledge/experience using Linux or equivalent command line interfaces
- REST API configuration
- Database experience e.g., SQL
- Networking and server infrastructure knowledge
- Technical background in telemetry or equivalent i.e., Telco, IT Networks

## Personal Qualities

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- Excellent communication skills, written and oral
- Fluency in English is essential – oral and written
- Ability to work on own initiative and as part of a team
- Willingness to learn
- Can-do approach, ability to see through issue complexity and provide a path to solution
- Ability to manage priorities and stakeholder management
- Ability to deal with situations in a calm and efficient manner
- Must be able to adopt a “hands on” approach

Role is based in Epsom, Surrey with a flexible working model allowing for a split between office and remote working.