Wanted: support adviser (WebFusion)

We're the UK's largest web host and we're looking for a bright, enthusiastic support adviser to work the WebFusion brand from our spanking-new offices near Heathrow.

You'll be working as part of our support team, taking ownership of customer queries and liaising with customers directly. Key responsibilities include identifying and resolving issues raised by customers, taking active steps to enhance our customer relationships, and delighting our customers every time you speak to them.

Core functions of the role:

- To effectively manage customer support incidents and liaise directly with the customer to ensure that problems are understood by everyone involved and solutions work the first time.
- To be part of the first point of contact for all verbal and written customer contact.
- To manage the understanding, processing and resolution of customer requests using all available and appropriate tools to ensure we deliver world class customer service
- To actively liaise with customers to ensure that they are kept updated of their issue, ensuring documentation of any investigation.
- To utilise customer service techniques to discourage downgrades and cancellations
- To be aware of and to make all efforts to achieve both individual and team targets
- To inspire customers and colleagues with a positive "can do" approach
- To take responsibility for your personal development (we'll give you time for this)
- Be open to working a shift pattern we provide support on a 24/7 basis.

Desired skills and qualifications

- Basic PC skills
- Educated to GCSE standard or equivalent
- Knowledge of hosting and domains
- Educated to degree standard
- Microsoft MSCA/MCP/MCSE qualification or equivalent
- Certified Linux administration qualifications or equivalent

Desired experience

- Customer service in a contact centre environment
- Objection handling experience
- Understanding of DNS
- Customer retention experience
- Server administration experience (including mail systems, web servers, installation and configuration, security fundamentals and upgrading software)
- Basic knowledge of MySQL and Microsoft SQL

We'll provide full training and support, and you'll be able to learn from experienced staff.

We pay a good salary and offer plenty of benefits, like private healthcare, company pension, life assurance and 25 days holiday per year (plus statutory holidays).

To apply:

If you're interested in this job, please email your CV and a covering letter to vacancies@webfusion.com (we are an internet company, after all).

Don't forget to tell us which role you're applying for. Please include a covering letter and curriculum vitae, plus your current and expected salary.