

**Role:** Enterprise Support Engineer  
**Location:** Manchester UK  
**Function:** 2<sup>nd</sup> Line Support  
**Starting Salary:** £30k

Come join an award-winning team based in the North West. You will receive personalised training to become an expert on our SaaS product, learning how to resolve support issues from a variety of angles. Past Enterprise support engineers are now leading teams or have moved into 3<sup>rd</sup>-line support. As we grow, the opportunity for career growth will increase. You will be joining a collaborative team, who adopts a joint action approach to solving problems. Teamwork is key to the success of the team, which is fostered through consistently organised social events.

### **About us**

We are an Omnichannel SaaS organisation on a mission to boost productivity, improve customer service, and increase efficiency across various industries. Based in Manchester, UK, our influence spans five continents, with offices in Barcelona, Miami, Melbourne, and South Africa, and we're not done yet- we're still growing quickly and consistently.

### **The role**

You will be an essential member of the Enterprise Support team, engaging closely with clients to handle triaging, resolving, and escalating tickets effectively. You will primarily operate with our in-house software and PostgreSQL, writing, selecting, updating, and reporting queries, analysing data, and using it as a tool to investigate. You will be working with various 3<sup>rd</sup> party software integrations such as HubSpot, Salesforce, and Zapier and have the chance to set up complex APIs, inbound data and call flows. Being an omnichannel software, you will be supporting an array of communication channels such as voice, email, live chat, SMS, WhatsApp, Facebook and Instagram, in addition to our in-house AI and WFO/QA applications. You will be collaborating closely with the 3<sup>rd</sup>-line Support and Development teams, where you will be reading and assessing Python and JavaScript for streamlined operations and solutions. This is a highly analytical role in which you will provide invaluable support to our product's functioning and the business's overall success.

### **Why join us?**

- You will be working in a collaborative environment that promotes growth
- You will be working on complex database problems (PostgreSQL)
- You will be exposed to integration systems such as Salesforce, Zapier, and HubSpot.
- You will be working with an award-winning support team
- You have the opportunity to own projects in the future
- You will be provided with tailored training across various tools and software.
- You will get light exposure to AWS
- You will be working closely with various teams at Connex One
- You will be working with a team that showcases fulfilment in their career
- Each day, a new challenge will arise, providing ample opportunities to hone in on your problem-solving skills.

**Who is suitable for the role?**

- You will have experience or an interest in database technologies
- You will ideally have an understanding of data, diallers, API and Linux
- You will have excellent interpersonal communication skills
- You are happy to work on a four on – 4 off shift pattern
- You are willing to work two day shifts (8 am – 8 pm) and two night shifts (8 pm – 8 am)
- You will have strong analytical troubleshooting skills
- You will be passionate about investigating software problems and finding the correct solution
- You will thrive in a fun/collaborative environment

If you're excited about a career with us in support, apply above or connect with our Talent Acquisition Specialist, Lewis Bickerton – [lewis.bickerton@connexone.co.uk](mailto:lewis.bickerton@connexone.co.uk)