

Customer Service Analyst

£25k - £30k depending on experience

Company

Gordon Associates is a Cheltenham-based software house with 15 staff which provides a business management portal (Parnassus) to exam boards & awarding bodies and also provides bespoke application development services across a number of sectors. See www.parnassusonline.com and www.gordonassociates.co.uk for further information.

We have over 25 exam board clients including:

- Royal Academy of Dance – the largest ballet exam board in the world with 250,000 students per year across 70 countries
- Chartered Institute of Taxation – who offer a series of exams for tax specialists wishing to become Chartered Tax Advisers
- 1st4Sport Qualifications – coaching qualifications for football, rugby, gymnastics, fishing etc
- BII – general business qualifications including customer service, team management
- Logic Certification – qualifications for plumbers, electricians etc

And many more across a variety of industry sectors.

Role

We require a new team member who is interested in a wide-ranging role with varied responsibilities. The successful applicant may have previously worked in customer service, business analysis, project management or software development.

Responsibilities will include:

- Looking after projects, ie maintaining the list of tasks and making sure they get done
- Business analysis ie understanding client's needs and designing a solution to fit
- Liaison with customer
- Gain in-depth knowledge of our market-leading Parnassus product
- Scoping studies / requirements analysis / product gap analysis
- Writing specifications for projects/solutions in a way the client and the developer can understand
- Software assessment ie if a new software product is to be used in a project, eg reporting tools
- Informal training for clients / handholding while new system is bedded in
- Account management (meeting existing clients on a regular basis to check they are happy)
- Liaison with developers and driving the agreed solution forward
- Understanding of integration requirements from a business data perspective
- Testing, data setup, application configuration
- Demonstrating Parnassus to clients
- Helping client to perform user acceptance testing
- Data migration (if technical background)
- Writing reports in the system (eg Excel, PowerBI, SQL Server Reporting Services etc)
- Writing documentation for the product and building marketing materials

Location

NB in the current situation all work is likely to be remote.

In normal times the role will be primarily office-based work but some work will be on-site at customer offices. You should be happy to work at a client site on an occasional basis (eg once a week at times). Occasional out of hours working is required as part of the job.

Personal Attributes

Ideally, applicants will be educated to degree level, and have a couple of years relevant experience. Here are some additional thoughts about the type of person we hope to find:

- Can you working out the difference between what the client wants and what our system does – and then help define a way forward for the project?
- Sometimes you will need to be the cleverest person on the project and ultimately know more about the client's business than they know themselves

Gordon Associates

Microsoft Partner

Silver Application Development

- You will need to ask questions to find out what the client needs, don't wait for them to tell you
- You should be interested in every aspect of their business
- Tenacity – we want somebody who will make the project happen (this takes internal drive to push everyone forward and keep nagging)
- Can you learn to be passionate about exam boards? We love our market! Exam boards have complex business processes which are intellectually challenging, they provide a huge benefit to society, nationally and globally - and in many cases are leading export businesses providing educational leadership around the world.
- We want somebody who can commit to working with us, in principle, for the long term. It will take a couple of years to understand Parnassus in detail and get a couple of projects under your belt.
- In time we would hope that you might wish to move up into project management and we will provide the training required.

Please contact: Rod Gordon rod@gordonassociates.co.uk

Our company: www.gordonassociates.co.uk

Our product: www.parnassusonline.com (and also www.ga-talus.com)