

Support Agent

Join a market-leading organisation making a difference in Africa!

We're looking for a motivated and hardworking Support Agent to assist our clients with queries related to our software solutions, specifically tailored for the food processing industry.

The ideal candidate will work closely with clients and our internal teams to ensure smooth operations and excellent customer support.

Attributes

- Organised and driven to meet targets and deadlines.
- Tech-savvy with a strong grasp of software tools and processes.
- Customer-oriented, presenting yourself and solutions professionally.
- Excellent communication skills to understand client needs and explain technical concepts clearly.
- Strong problem-solving abilities and creativity in finding solutions.
- Adaptability to dynamic environments and multitasking under pressure.
- A proactive team player with the ability to work independently.
- Strong time management skills to handle multiple priorities effectively.

Key Responsibilities

Client Support

- Respond to client queries through phone, email, and ticketing systems.
- Provide first-line support to resolve issues related to software use and configuration.
- Assist in diagnosing and troubleshooting client-reported problems effectively.
- Document issues and escalate complex problems to the Support Tech Engineer as needed.

Collaboration

- Work closely with the support and development teams to resolve client challenges.
- Share feedback and suggestions from clients to contribute to software improvements.

Knowledge Base Management

- Maintain and update internal and client-facing documentation, FAQs, and guides.
- Assist in creating training materials and resources to empower clients in software usage.

Client Relations

- Establish strong relationships with clients by understanding their unique needs.
- Follow up with clients to ensure issues are resolved to their satisfaction.

Knowledge & Experience

Technical Skills

- Familiarity with software systems used in the food processing industry.
- Basic IT troubleshooting skills, including understanding databases and networking principles.
- Experience with ticketing systems and customer support tools.
- Ability to provide simple script-based troubleshooting and restoration tasks is a plus.

Customer Service

- Strong interpersonal skills to handle challenging client interactions professionally.
- Previous experience in a support role or a customer-facing position.



Requirements

- Grade 12 and/or related degree
- IT experience
- Bilingual (English / Afrikaans)

Please apply directly via email by sending all relevant information to

careers@matrixsoftware.co.za

If you have not had any response in two weeks, please consider your application unsuccessful, however your CV will be kept on our database.

