

## **Role: Junior Implementation Consultant**

Hydra are looking for a confident and outgoing individual to join our Farnborough-based team as part of our consultancy and support operation, helping deliver industry leading services and support to our customers.

As a key member of the team you'll master the use of our cloud-based project management software, supporting the implementation process for new customers where applicable and provide as-required 1<sup>st</sup> line support and tailored assistance for existing clients.

Growing into the role, you have an opportunity to occasionally interface face-to-face with customers, listening to their needs and responding with creative and resourceful advice. Over time, applying your expertise and assistance to aid the pre-sales team will also be a key element.

By applying your passion for technology and technical insight to complement our existing teams, you'll have everything you need to confidently grow into the role and your future at Hydra. Do you have a keen interest in IT, have some technical background and a desire to help our customers succeed? If so please read on...

### **Key responsibilities:**

- Become an expert in our software offering, understanding the capabilities and possibilities
- Support our consultancy team in new implementation projects where necessary
- Working with our support team to provide quality outcomes for existing clients via phone, email, ticketing systems and live chat
- Take ownership of user problems and be pro-active when dealing with user issues
- Help deliver tailored support activities and deliverables to our key customers
- Provide essential training and knowledge transfer to our customers, initially virtually, with an opportunity to support on-site client activities as you progress
- Identify, manage and escalate support issues as required using our helpdesk software.
- Maintain a high level of professionalism, empathy and business acumen across multiple customers at a time

### **Skills/Experience/Personal attributes:**

- Graduate in Business studies, Computer studies or other relevant subject
- Excellent communication, interpersonal skills and an eloquent writing ability
- Good written and oral communication, with a confident, professional client-facing attitude
- A keen drive and ability to solve challenges independently or through strong teamwork
- An ability to listen to customer issues and requirements and translate technical solutions into natural, non-technical language
- Some technical experience in a database and/or application programming language
- Working knowledge of MS Office & Windows 10.

### **The following are not essential but would be considered beneficial:**

- Any knowledge of cloud-based web applications

- An understanding of project management and business intelligence
- Past experience in customer support or client facing activities
- Experience of any helpdesk, help centre software (for example, Zendesk)
- Speak Spanish or any other language a plus but not essential

**What can Hydra offer you?**

- Competitive salary & benefits
- Private healthcare
- Pension scheme
- Gym membership
- A diverse, friendly and close-knit team of professionals in a modern working environment
- Team events and social opportunities.

Are you ready for the challenge? If you think your skills can complement our need, are an IT-focused apprentice, recent graduate, junior engineer or business-focused individual and are ready to boost your career with an exciting and dynamic company please apply now.