

Customer Success Specialist

Who We Are?

OneLook Systems is an enterprise SaaS company providing safety and risk management solutions internationally.

Over the past three years OneLook Systems have seen huge growth and increased their product range to include a full suite of EHS solutions.

OneLook Systems provides solutions to the most recognisable companies in the world including; Abbott; GSK; Google; Seagate; Johnson & Johnson; Heineken; Diageo and many more.

Why join OneLook Systems?

You will be part an important part of the company, our success has been achieved by involving everyone in the development of the company. We encourage our team members to work with other departments, learn new skills and provide new ways of finding solutions.

If you want to be part of a company that values your opinion and will not just invite you to come along the journey as it grows but encourages you to be part of that journey OneLook Systems is the company for you.

Who are we Looking For?

Are you ready to use your technical support experience to help build an exciting new career in customer success? If your favourite part of technical support is the support and you get the most satisfaction when a customer is happy we may have an amazing opportunity for you.

Duties and Responsibilities:

- Configure software to a specific User Requirement Specification (URS)
- Manage and update key aspects of a project plan including:
 - Milestones
 - Dependencies
- Listen to customer requirements and actively work towards solving their problems.
- Provide clients with project updates.
- Provide technical support and product training.
- Identify when a client is in a position to benefit from additional products.
- Demonstrate new products and features in a what that focuses of solving the clients problems.

Key Attributes and Qualifications:

- Excellent communication, problem solving and analytical skills.
- Ability to travel.

- Rapidly adapt and respond to changes.
- A genuine desire to help people get the most out of software.

Experience and Education:

- 1 -2 years experience in technical support, software sales or project management.
- Business system analysis experience preferred.
- Third Level degree in business, software, engineering or health and safety.

Benefits:

- Salary + Project Delivery Bonus
- Flexible working times

Most importantly the person we are looking for must enjoy working in a pet friendly, fast paced fun office environment.