

## **CUSTOMER SUCCESS SPECIALIST**

### **Who We Are?**

OneLook Systems is a diverse, fast-growing SaaS company headquartered in Cork, Ireland.

Offering an innovative and market leading safety software solution, we are looking to increase our workforce in order to serve our global client base.

The cloud-based software system designed by OneLook Systems provides contractor management solutions to the most recognisable companies in the world including; Google, Diageo, GSK, Mars, Nestle, Johnson & Johnson, Heineken and many more.

### **Why join OneLook Systems?**

If you like working as part of a team in an environment that is fast paced, challenging and offers rewards, then OneLook Systems is the company for you. As Senior Developer you will report to the application manager and will work closely with the product delivery team which will be primarily responsible for delivering outstanding, easy to use products for new and existing customers.

### **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 way that focuses on 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.

**Education and Typical Years of Experience:**

- 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:**

- Flexible working hours.
- Regular team building and staff outing events.
- Training and development to help you progress your career.
- Fun, open, energetic environment that allows your creativity to flow.
- Competitive salary and bonus opportunities.
- Healthy snacks and great coffee.

Most importantly the person we are looking for must enjoy working as part of a team in a dynamic, fast-paced environment which places its highest value on being the software company people love to work with.