

Job title:	Technical Customer Support Engineer
Location:	Anything Pro HQ in Oxfordshire
Type of Contract:	Permanent
Hours:	37.5hrs/week Mon-Fri
Package:	£22-24,000 dependent on experience

About Anything

Anything, founded in 2012, stands for 'monitor anything' – the Anything app was developed to turn old smartphones and tablets into sophisticated home monitoring cameras. Anything now has 1 million registered users globally, with the majority based in the US/UK. Anything lets users give a spare smart phone or tablet a new lease of life, they just need to download the app on their spare device to turn it into an instant home security camera.

At the end of 2016 Anything added another app to the business, Anything Pro. Anything Pro is an innovative software platform which is shaking up the professional security industry. Traditionally, all video recorded by CCTV systems is stored at the same location as the cameras on local hard drives. With Anything Pro, CCTV installers can offer their customers something new – their video can now be saved to our cloud platform and the business owner can easily view their cameras from the Anything Pro app and website.

It's an exciting time of expansion at Anything, we have quickly grown from small start-up to one of the leading players in the professional cloud-based video surveillance market. We're hiring for some key roles to build a strong team ready to continue this growth!

Role summary

We're looking for a Technical Customer Support Engineer to provide an excellent level of support to both existing and potential customers for the Anything app (support for the Anything Pro app will be handled by a different team). As a Technical Customer Support Engineer, you'll be responsible for answering incoming queries, identifying the best course of action and documenting where necessary. You'll be continually looking to find and implement solutions to reduce the support required and improve the customer experience. When you're not handling support enquires, you'll also get involved with testing all aspects of the Anything & Anything Pro apps and websites.

Responsibilities

Technical Customer Support - 70%

- Accountable for the support inbox, responding to customers with a timely and quality response to resolve issues
- Investigating technical issues, analysing information in logs and databases to solve problems
- Tagging conversations to ensure support data is as accurate as possible
- Reporting monthly conversation statistics to be distributed to the wider team, highlighting any trends and monthly changes

- Proactively feeding back to the development and test teams on any repeat or more serious issues, updating and raising codebase tickets where required
- Keeping track of feature requests to aid development decisions
- Promptly passing on any installer queries to the Manything Pro partner support team
- Continually seeking to improve, finding and implementing solutions to reduce the level of support required and in turn improving the customer experience
- Take the lead on coordinating and discussing improvements to support processes, implementing new methods and evaluating levels of success
- Setting up and communicating a rota to cover the inbox during periods of leave

Testing - 30%

- At a system test level, you'll be testing all aspects of the Manything and Manything Pro apps and websites
- Design, create and maintain re-usable test cases
- Execute manual and automated tests
- Regression testing and UAT for new features
- Defect tracking through to closure
- Analysis and investigation into persistent problems
- Working with developers to ensure timely resolution of issues and improve product quality
- Participate as a testing resource and be an integral part of all releases

Skills, knowledge and experience

- A proven track record in a technical customer support role
- An interest / understanding of iOS and Android applications
- Database experience e.g. using MognoDB queries to extract data and analyse problems
- Some knowledge of how home networks / wireless connections work
- Excellent technical problem-solving skills and a customer first approach
- Strong written communication skills
- Able to take responsibility for own area, whilst working as part of a wider technical team
- Demonstrates a mindset of continual improvement from a development, process and customer experience perspective
- You'll be adaptable, resilient to change and would thrive working in a start-up tech environment

Think you have what it takes? Let us know by applying today!

Closing date: 13/05/19. However, due to an anticipated high level of responses, we reserve the right to close the role earlier than the specified date.

Application: Please send covering letter and CV to jobs@manything.com