Job Title	Software Support Engineer
Sub Business Unit	Restore Information Management
Department.	Business Intelligence
Location	Wellington, Somerset
Reports to (direct)	Business Intelligence Manager

About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through five specialist divisions, operating from over 80 UK locations.

About Restore Information Management

Restore Information Management is the leading UK owned provider of information management services. Specialising in secure document storage, scanning, digital mailrooms, outbound communications and hosting. Our approach helps organisations protect, transform and access their information seamlessly and efficiently. With a focus on innovation and customer-focused solutions, we help organisations streamline and management their information and communications to stay competitive in today's fast-paced market.

Role Purpose:

An exciting opportunity to join our business as we go through a period of growth. Restore Information Management - Outbound Communications develop, test, and run our own software which our core systems run on; you will be joining a small team and have responsibility for providing technical and software support for these systems from office-based tickets, through to tickets logged by our three production centres. You will be working with our software, reacting to, and identifying issues and improvements, along with providing suggestions and solutions to mitigate future occurrences.

Key Tasks:

You are interested in starting or progressing your career in Software Support. You are someone who prides yourself on your technical mindset and logical problem-solving skills. People describe you as honest, enthusiastic, and trustworthy with a commitment to self-development. You understand the reasons for data security and can keep the confidentiality of the people you are working with.

Skills, Knowledge & Experience required:

- Essential
    - You will be required to demonstrate a proven ability to:
    - Act with honesty, integrity and confidentiality at all times

  - To have a desire to learn and understand our internal software
  - Be comfortable with escalating issues in a prompt manner
  - Be passionate about the objectives and values of the company inclusive of:
  - Relentlessly curious with an inquisitive mind and desire to learn
  - A tenacious and unconstrained attitude to problem solving
  - Have excellent organisational skills
  - Be accurate and have a keen eye for detail
  - Have a clear and confident communication style, both written and verbal and be comfortable communicating at all levels
  - Follow structured written procedures
  - Be flexible and greet change positively
  - Work under pressure to tight timescales

- Preferred
  - Experience analysing and reviewing application logging
  - Experience investigating and resolving support tickets
  - Experience with SQL or Access databases and syntax
  - Familiarity with programming and basic concepts
  - Proven ability to work without supervision, but communicate progress
  - Have experience working in a Software Support role
  - Be comfortable challenging the status quo and demonstrate a critical-thinking mindset

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Support the Service Delivery Manager and quality team with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.
- Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
- Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
- Adherence to the company Acceptable Use Policy.

Other Information:

LINE MANAGEMENT:

- Business Intelligence Manager

CONTACT WITH OTHERS:

- Primarily: Line Managers, Section Leaders and Employees
  - You will work closely with teams across the business to perform all planned and reactive tasks, escalating to the Business Intelligence Manager when potential issues are identified.