**Research & Support Analyst**

Atamis is a dynamic and expanding cloud-based software business, located in Cardiff Bay, founded in 2009 and in a healthy financial position. Atamis provides financial analysis and management tools to both the public and private sector. Our small, friendly team needs to expand to support the growth of the company. The role we are offering will appeal to graduates who seek a wide range of challenges and great opportunities in their employment.

Candidates demonstrating strong potential in the areas of research, technical support, project management, client training, sales, or marketing will have the opportunity to develop their skills and extend their area of responsibility as the business expands.

**Key responsibilities:**

* Web-based research into companies used by our clients to establish their primary line of business and other characteristics; updating the Atamis system with research findings.
* Providing telephone and email support to end users of the Atamis business application. Support queries will range from simple issues such as password resets, to explaining system features to clients, to collaborating with them in using the system.
* Assisting with routine tasks associated with Atamis systems and implementation projects. Ensuring that client systems are maintained and updated.
* Taking responsibility for particular clients, and becoming the main 'point of contact' for support queries from them. Proactively engaging with clients in order to encourage continued use of the Atamis system.

**Personal qualities:**

* Candidates must be hard working, diligent and capable of achieving high levels of accuracy.
* Good communication skills with customers over the phone are essential.
* Enjoy working as part of a small team (9-10 staff).
* Able to balance a varied workload and use initiative to complete tasks.

**Technical skills & qualifications:**

* A first or second class degree.
* General awareness of businesses in relation to goods and services offered.
* While our work is mostly computer-based, extensive technical skills are not a pre-requisite (you will be fully trained on the systems we use). You will need to demonstrate a general aptitude with computers, have a desire to pick up new skills, and be able to apply both in order to resolve client queries.
* A good basic aptitude for working with Microsoft Windows, including a working knowledge of Excel.

**Desired skills & qualifications:**

* Experience with account management or phone-based support
* Experience in or with procurement operations would carry a premium

Salary dependent on experience (18000 – 20000).