

ecrebo

Support Engineer

Ecrebo is a point-of-sale marketing specialist that enables retailers to deliver targeted offers to customers at the till alongside their receipt or digital receipt.

With over 90% of transactions occurring in-store, Ecrebo's POS-based technology opens a marketing channel with unparalleled reach and precision: we enable retailers to deliver targeted marketing communications, specifically tailored to their customers' needs. In turn, customers benefit from relevant offers and incentives delivered in a convenient and non-intrusive way.

Ecrebo powers point-of-sale marketing for leading retail brands including M&S, Waitrose, PANDORA, Arcadia and Uniqlo. Since launching in 2010, the platform has processed over £35 billion in transactions and delivered over 800 million personalized offers.

Ecrebo has recently benefitted from a significant round of investment, is expanding into the U.S. market and we are now seeking to enhance our team with the addition of a Support Engineer.

KEY RESPONSIBILITIES:

- Take ownership of client issues reported and follow through to resolution; keep client informed of how and when problems are resolved
- Prioritize issues of varying severity and effectively manage the resolution of all issues within accepted service levels
- Log support calls and follow escalation procedures
- Document all lessons learned for future resolutions
- Diagnose and troubleshoot all issues

REQUIRED SKILLS:

- Experience in enterprise software technical support
- Knowledge of implementation of TOSHIBA 4690 and Windows-based POS systems
- Experience of supporting TOSHIBA 4690 and Windows POS systems
- Impeccable client-facing attitude
- Strong problem solving skills
- Enthusiasm for continual learning
- Excellent written and oral communication
- Able to travel to retailers
- Open to shift work

DESIRABLE SKILLS:

- Experience troubleshooting and analysing log files
- Basic knowledge of programming/scripting languages
- Desire to take on challenges in a rapidly growing agile company
- BS degree in Information Technology or equivalent
- Ability to create TOSHIBA 4690 installation packages
- Experience with tools such as Wrike, Microsoft Project, Zendesk, JIRA, Confluence
- Previous experience working with or for a retailer

To apply for the Support Engineer role, please send a copy of your resume along with a covering note to:

Doug Picariello: doug.picariello@ecrebo.com with 'Support Engineer' as the subject line.

NO RECRUITERS.