TOWER

Job title:	Systems Specialist (CtrlCloud)
Function:	To ensure the potential benefits of the CtrlCloud customer purchasing portal is maximised. Ensuring everyday administration tasks are completed within SLA and providing training and technical support as a systems expert.

Lines of Communication:

- Upwards – Head of Digital Solutions
- Account Managers and Business Development Managers
- Systems administrators of other systems
- Customers (occasionally)

Hours of work:	40 hours a week Monday-Friday, Office based

Live the Tower values:

- Role model. Understand our values and manage behaviour accordingly.
- Celebrate success. Recognise when others get it right.
- Reinforce our values. Speak up when Tower's values are challenged.
- Show brand customer passion. Bring a fascination for customers and brands.
- Demonstrate integrity. Earn the respect and trust of those you work with.
- Show pride in working for Tower. Be rightly proud of your own and the team's accomplishments.

Duties:

- Ensuring everyday administration tasks are completed within SLA.
- Onboarding of new customers onto CtrlCloud, including joining project management calls to identify setup requirements.
- Provide internal and online customer training on CtrlCloud.
- Support and participate in customer sales demonstrations.
- Ensure the sales team, account managers and business development managers have a good understanding of CtrlCloud so that they can identify key benefits for customers.
- Join account management calls to ensure the customer understands and utilises the available functionality of CtrlCloud.

- Act as a technical expert to provide guidance and support for internal and external users.

- Understand how CtrlCloud interacts with other systems to enable troubleshooting of user issues and to allocate work tasks to the appropriate teams as required.

- Identification, troubleshooting and resolution of technical issues.

- Documentation of software updates and user guides.

- Provide comprehensive and evidenced software testing of updates.

- Assist with software specification writing.

- Give support for sales tender questions.

Qualifications and Skills:

- Strong technical support experience

- Strong computer skills with the ability to learn new systems and methods quickly

- Demonstrable experience of using formulae to prepare systems data in Excel

- Experience of producing documentation

- Excellent problem-solving skills and a keen eye for detail

- Excellent analytical and creative problem-solving skills.

- Prioritisation of tasks and management of workload

- Able to lead systems training and demonstrations

- Able to provide expert advice, direction and support in the context of CtrlCloud

Key Experience:

- Essential – Ability to learn bespoke software

- Essential – Advanced Excel

- Highly Desirable – Technical support experience

- Highly desirable – System administration experience

- Desirable – Software testing experience

- Desirable – Demo experience

- Desirable – Trainer experience

Personal Attributes:

- Passionate about delivering outstanding customer service.

- Results orientated with a "can do" outlook

- Resilient and adaptable in high-pressure environments.

- Strong problem-solving skills and a proactive approach to challenges.

- Excellent interpersonal and communication skills.

- Self-starter; able to organise self to achieve goals.

- A keen eye for detail and a commitment to maintaining professional standards.

Last updated: July 2025