

Position Specification: **Documentation, training and user support**

May 2010

Ref: 6434

The Job

We are a progressive software development company with a great opportunity for someone to join us to perform a mixture of these roles:

- documentation of new features from a user's perspective
- assistance with preparation of user training materials and giving training courses
- first line support to our customers on established Porism software applications running over the web
- testing of application updates and diagnosis of user reported issues

The position is seen as junior with support by more experienced staff and the opportunity for on-the-job training.

The role primarily entails interacting with users of our software, via a range of channels, to help them understand how they can get the most from our products. In most cases, these will be from a local government or other public sector background. Prior experience of the public sector is thus an advantage, as well as an understanding of how IT solutions can be best applied in this arena.

We manage a number of controlled vocabularies relevant to the UK public sector. A controlled vocabulary is a list of terms which are related to each other, such as services an authority provides, that can help with data sharing. In this role you will be asked to support a consultant in maintaining these vocabularies, assessing user requests for changes and helping make periodic version updates in conjunction with our technical staff.

User documentation will include brief text and graphics to provide step-by-step instructions to users on how to meet specific needs using our software. Training materials will draw on user documentation. We shall look to you to run user training sessions and to help specify changes to how web sites should work based on user feedback.

In the user support role you will be helping our customers via e-mail, forum posts and telephone, investigating and resolving their queries. The support that you provide will relate to web applications which have been developed by us and are hosted on our servers. You will also liaise with software developers and project managers regarding escalated support issues as appropriate. Additionally, the support team provides feedback in order to improve company procedures and software to provide a better customer service. Supporting our applications and its users will also involve data manipulation and administrative work.

The Person

We are seeking applicants with the following:

- reasonable level of computer literacy and competency in web use
- effective problem solving ability
- great communication skills (including both excellent written and spoken English)
- ability to prioritise and meet deadlines
- attention to detail and ability to work accurately
- demonstrable interest in IT

Knowledge/experience in the following areas would be a distinct advantage, but are not necessary:

General

- teaching and/or training
- formal documentation
- familiarity of the public sector or taxonomies
- end user support

Technical

- Microsoft Office products
- graphics software

The position is suitable for someone from any academic discipline; however preference will be given to a candidate with a degree or equivalent qualification, or with familiarity of the public sector.

Opportunities

A successful person in the position has the opportunity over time for continuing progression of their role and advancement in responsibility (for example the opportunity to work at a higher level in training or project co-ordination/management). There are also opportunities for advancement within the company in the longer term. Note that the position is **not** a web/software development/programming position and does **not** lead to such a position. As such it is **not** suitable for someone interested in working as a developer in the short or longer term.

Remuneration

- Salary from £16,000 to £25,000 pa dependent on qualifications and experience.
- 5 weeks holiday per annum

The Company

Porism Limited is a progressive software development company. We develop computer applications, some of which are truly mission critical to our clients. Our biggest growth area is in web-based systems for public sector organisations, particularly Local Authorities. We don't do traditional web sites so much as ones which draw on complex structured databases that allow analysis of data and promote information sharing across organisations. Working directly or indirectly with most UK local authorities and other public bodies to aid multi-agency working, we help steer the standards used for interoperability.

Our clients tend to seek us out because of our reputation. We have a low sales profile, relying on the quality and relevance of our work to bring repeat business. We operate from modest, but comfortable, offices in south London, reflecting our concentration more on substance than style. The offices are conveniently located only a few minutes from the nearest tube station and high street.

We take equal opportunities seriously and are pleased to have found the company has attracted a very diverse team of people who mix well and draw on each others' strengths.

Application Process and Timescales

Apply by e-mail to jobs@porism.com with a copy of your CV and a suitable covering e-mail message stating the reasons you are attracted to this position. So that we can identify which position you are applying for in your application, please **quote the reference number of the position** for which you are applying.

We shall be starting the reviewing, short-listing and interviewing as soon as we start receiving applications so to ensure that you are considered, please forward your application as soon as possible.

If you have any queries about the role or your suitability for it, do e-mail us.