# Job description

**Job Title**
NLPG Technical Support Consultant

**Hours**
Working hours 09:00 -17:30 Monday to Friday.
20 days holiday per annum
45 minutes lunch

**Reporting line:**
NLPG Team Leader

**Salary**
Dependent on experience

**Your Primary Role**
Product Testing/Technical Support/Implementation

- User testing of all new releases of the above products
- First to Third line Helpdesk Support on all NLPG products
- Assist with NLPG Documentation
- Implementation to include training and Consultancy in due course

**On the Job Learning**
You will gain thorough knowledge of GGP's NGz product.
You will gain a general appreciation of Geographical Information Systems (GIS) and a more in-depth knowledge of GGP's core GIS system.
You will have time to improve your technical skills and grow with the organisation.
You will gain knowledge of how to provide implementation and consultancy services.

Training and support will be given on all in-house systems used.

**Requirements**
Degree educated in preferably Computer Science or Software Engineering, with GIS knowledge

**References**
Two references will be required before any offer can be made.

Please send your CV and Covering letter to Prim Maxwell:
prim.maxwell@ggpsystems.co.uk

| | Essential | Desirable |
|---|---|---|
| Qualifications | <ul><li>Degree educated</li><li>Software engineering 2:2 or above</li><li>Computer science 2:1 or above</li></ul> | <ul><li>GIS qualification</li></ul> |
| Knowledge and Experience | <ul><li>Customer facing skills</li><li>2 years minimum Technical Support</li><li>Testing experience</li><li>SQL knowledge</li><li>Strong documentation skills</li><li>Previous Customer training experience</li></ul> | <ul><li>Some understanding of GIS, NLPG.</li><li>Knowledge of Delphi 2006 would be advantage.</li><li>Experience of working in the Local Authority or public sector</li></ul> |
| Skills | <ul><li>Excellent writing skills (in English), with the ability to communicate complex information clearly and concisely</li><li>Ability to prioritise and organise tasks and work to deadlines</li><li>The ability to work supportively within a team</li><li>Good telephone manner</li></ul> | <ul><li>Confident use of all main Microsoft packages to a high standard (Outlook, Word, Excel, PowerPoint)</li></ul> |
| Qualities | <ul><li>Able to work effectively in a team and individually</li><li>Reliability and flexibility</li><li>A focus on good customer service</li><li>Ability to juggle multiple tasks and deadlines with a positive attitude</li><li>Prepared and able to travel throughout the UK</li></ul> | |

**Recruitment procedure for the NLPG Technical Support Consultant role**

All candidates should supply a C.V. with a covering letter when applying for this role. The covering letter should be specific to this role and should highlight any qualifications and experience that the candidate believes will bring benefit to the company.

Recruitment process:

**Telephone interview**

**Purpose:**
We use the telephone interview to make sure that the candidate understands about the company, the role and the process they will need to go through in order move forward. It is important that the candidate is made aware that **they will be tested**. We will ask basic interview questions plus some technical questions during the call that we would expect to last for around 15 minutes.

The candidate will have the opportunity to ask questions about the company and the role.

**Technical test**

This role requires a high level of technical knowledge and expertise. In order for us to keep up the high standards expected by our customer, we may ask people to sit a formal technical test.

The test will be based on technical support knowledge.

If the candidate is successful in the test they will be invited back for a face to face interview.

**Face-to-face interview:**

The interview is a formal interview with a Director with a relevant, supporting member of staff.