



Technical Support Analyst

We are Lightfoot, a high-growth technology company based just outside Exeter that is trying to make a difference worldwide, one driver at a time.

We help businesses and private motorists improve performance and safety. Our technology has been proven to reduce fuel use and emissions rates by 10-20%, and at-fault accidents and wear and tear by 40-50%.

Our technology connects to your vehicle's on-board computer and uses all of the live data it produces to analyse how efficiently you are driving. It's similar to the way performance is analysed in Formula 1. Lightfoot turns all that data into simple feedback for you – the driver – so you know when you're pushing your vehicle too far and can bring it back to maximum efficiency.

We're a fun-loving bunch who are growing at an astonishing rate. We've moved into a brand-new, state-of-the-art office near Chudleigh (which was voted Exeter's 'Best Workspace') and are excited to keep growing the Lightfoot family with like-minded, passionate individuals.

Job Outline

As part of our rapid growth, we are looking for an exceptional and highly motivated Technical Support Analyst to help us support our internal and external customers with 3rd line technical support requests and ensuring high-quality software releases. The successful candidate will be a highly analytical problem solver who will become an expert in the inner workings of everything Lightfoot. They will enjoy working as part of a team, and thrive from seeing their customers helped.

Responsibilities

- Contribute to managing Engineering Support tickets
- Help maintain Engineering Support processes
- Investigating and characterising reported bugs
- Software testing (UAT, features, bug fix)
- Be a key contact for the wider company and a bridge between them and the Engineering Team
- Write SQL queries to select and update data (training can be provided)

Desired qualifications, skills and experience

- Experience working in a customer-facing or development role is **essential**
- First-class problem-solving & analytical skills are **essential**
- Excellent communication skills are **essential**
- Technical background (e.g. IT, support, testing, programming) is **essential**
- Appreciation of the importance of data privacy and confidentiality is **essential** (training provided)
- Strong experience conducting UAT/software testing is **beneficial**
- Familiarity with support/issue tracking systems, such as Salesforce, JIRA, GitHub is **beneficial**



Personal characteristics

- Customer-centric and sympathetic approach, internally and externally
- Critical thinking with strong attention to detail
- Defensive stance regarding data integrity
- Welcomes and integrates input from peers in a collaborative environment
- Sense of humour

Salary & Benefits

- £20,000 to £23,000 depending on experience
- Membership of employee bonus scheme
- 24 days leave entitlement plus Bank Holidays (pro rata) plus your birthday off
- Health and dental support
- Your own Lightfoot and associated benefits

Location

Chudleigh, Exeter

(Working from home at present, due to Covid19)

How to apply

If you think this job is for you then why not email us, briefly summarising why you'd be great for the role and including a copy of your CV, to work@lightfoot.co.uk