

Installation Manager and Support Associate

Job Description

To project manage and assist new customers with the set up and best use of the i-Clarity system.

To help the company ensure users of i-Clarity are using the system in the best way possible to support their businesses.

To help the company continually improve the service and support it provides to its customers.

To help the company continually develop its products and service so it remains relative and competitive and continues to improve every area of practice life for its customers

Responsibilities

- To complete training online and onsite for new and existing customers.
- To answer support calls and emails from i-Clarity customers
- To brainstorm enhancements to i-Clarity with the i-Clarity team and customers
- To help with the testing of new i-Clarity versions.
- To help create training materials for i-Clarity customers.

Job Requirements

- The applicant will need a valid driving license as travel to customer sites is required.
- A good internet connection, as working from home is an option.
- Previous experience working in an optical practice is preferred.
- Previous experience using a CRM software from any industry is preferred.
- Confidence using the basic features of word and excel.
- Confidence speaking and training small group.
- An understanding and empathetic nature
- A self-motivated personality.



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