



## Opportunity for a Graduate Technical Support Analyst

*William Matthew Limited (WML) is an expanding software business working from prestigious offices in Sheffield. We provide computer software for document manipulation and text engineering, primarily to the insurance and retail sectors.*

Due to expansion we have an opportunity for an enthusiastic graduate to join our team as a **Graduate Technical Support Analyst**. This will particularly appeal to those with a keen interest in the GNU/Linux platform.

This is a technical customer support role which will include configuration of WML's software applications, maintenance of WML's document platform, analysis of business documents, as well as communicating with customers to understand their issues and requirements.

A major part of this role will be the configuration of WML's Document Content Control (DCC) software (building DCC profiles). DCC is used to manipulate and control streams of documents which are then passed on for either print and mail or electronic delivery.

As a key user of WML's software, the support analyst will feed back ideas for improvements to the software and may be asked to write additional user documentation in simple XML markup.

There will be some Linux command line and scripting work involved such as provisioning new virtual machines and monitoring the virtualization host.

There is potential for involvement in other aspects of the business for a candidate with the enthusiasm and ability to develop their skills.

Working in a small team, your duties will include:

- Handling support requests from customers by phone or email.
- Analysing customer documents and developing (using WML's application software) phrase and word-based rules profiles to analyse and manipulate documents.
- Using WML's web-based document layout editor.
- Setting up and remotely managing WML DataGateway systems at customer sites for existing and new projects.
- Testing new features developed by other members of the team and feeding back with ideas for further development.
- Occasionally visiting customer sites across the UK to install, test and maintain WML computer systems.
- Writing additional material and corrections in WML customer documentation.



To be successful in this role, you will need:

- At least a 2.1 degree in an IT or numerate subject.
- An ability to analyse document content and relate this to typical business processes.
- Good verbal communication skills.
- Ability to write a clear, concise description of a problem or solution at a level suitable for a range of recipients.
- A full, clean, current UK driving Licence is required to enable onsite visits, however we are prepared to consider applicants who could fulfil this requirement within a reasonable time period.
- Basic TCP/IP networking knowledge together with a grasp of basic Unix command line tools are desirable for this role.

6 month initial contract, with a view to extension. Salary Circa 21K dependent on experience.

#### **How to apply**

Application by C.V. with two references and a covering letter outlining how your skill and experience could contribute to WML's continued success to: **Dr Sebastian James** <[sjames@wmltd.co.uk](mailto:sjames@wmltd.co.uk)>. **Please submit in a .pdf, .odt or .doc format only.**

The deadline for this job opportunity is **16<sup>th</sup> February 2012.**