

RECRUITMENT SOLUTIONS IN THE HUMBER AND LINCOLNSHIRE

An award-winning recruitment consultancy that delivers outstanding results every time.

GET IN TOUCH

ADDRESS

The Old Foundry,
Cowgate, Welton,
Brough, HU15 1NB

WEB & MAIL

info@emmersonkitney.co.uk
www.emmersonkitney.co.uk

PHONE

01482 628808

Paragon

Emmerson Kitney are proud to be partnering Paragon HDX Ltd on their latest recruitment drive!

Paragon specialise in providing software for the transport industry to customers around the world such as Argos, IKEA, Laura Ashley and Wickes. Established in 1980 Paragon provide advanced routing and scheduling, home delivery and proof of delivery software solutions from offices in the UK and US.

They are now looking to increase their software support team based in the Hull office and Tim Walker who heads up this function wants an intelligent, enthusiastic and switched on individual to join their experienced team. With over twenty years experience at Paragon Tim is very passionate about their products and wants to ensure he brings in like-minded individuals.

The ideal candidate will be a good communicator with a friendly attitude and have a passion for IT/software. They will have exposure to a software support role, ideally with some SQL knowledge. It is equally important that the individual has the right attitude and is keen to learn and progress in an IT role. It would be advantageous but not essential if the individual has qualifications in IT such as a degree or technical certifications.

Paragon have a relaxed culture and will give you the support and challenges you need to develop your skills You will be joining a dynamic team where every single person is important and everyone's ideas are welcome. They want you to look forward to coming to work: they are open and friendly, and make time for social activities with monthly events arranged by their Paragon social club.

Please apply by following the directions on the website, alternatively for more information and a full outline of the role, call Sam Horton on 01482 628808.

SOFTWARE SUPPORT ANALYST

Salary up to £21,000 + Benefits



You will be responsible for:

- ❖ Providing excellent customer service on the 1st line team
- ❖ Resolving issues in line with agreed service levels
- ❖ Escalating issues to the 2nd line team when appropriate
- ❖ Understanding Paragon's customer requirements and how Paragon's software supports these
- ❖ Looking at data, code and configuration to accurately determine the root of the customers problem
- ❖ Going above and beyond with customers proactively ensuring that they're happy with the resolution with a professional and customer focused attitude
- ❖ Performing their role with a professional and customer focused attitude

Salary of up to £21,000 + Benefits, 22 days holiday rising to 25 days plus bank holidays, 5% pension with minimum of 3% contribution from employee, life assurance, private health care and free parking. Paragon also offer a profit related bonus.

Emmerson Kitney recruit for Sales & Marketing, Engineering and IT roles at all levels throughout the region. If this role is not suitable for you we would be happy to have an informal chat regarding any future opportunities.

While we will endeavour to respond to every applicant personally, on occasion this is not always possible, therefore, if you have not heard back from us within 14 days of applying, you have been unsuccessful.

TO APPLY

SAM@EMMERSONKITNEY.CO.UK
SAM HORTON: 01482 628808