

Support and Testing Role

Permanent, part-time position, but with the possibility of full-time for the right candidate. Flexible working hours, based remotely in either the UK or North America.

We are a small software company working with nonprofits all over the world.
(<http://www.zeidman.info>)

Job description

Support:

- Responding to initial contact on support desk and resolving issues independently where possible
- Investigating issues (by email, phone or screenshare), collecting information needed and referring tickets to the appropriate team member for follow up
- Ensuring the effective management of the ticketing system
- Writing solutions for the knowledgebase based on known issues or regular questions
- Updating the user guides as necessary
- Ensuring customer satisfaction with support process

Testing:

- Test products prior to release to confirm functionality and uncover bugs
- Test user issues to determine root of problem
- Test solutions and bug fixes
- Input into product updates and enhancement planning
- Putting together a testing plan for future updates
- Anything else deemed reasonable within the role

Person Spec

Ideal candidates must have the following:

- Strong understanding/prior use of Raiser's Edge and RE NXT



- Technical support and/or training experience
- Software testing experience
- Strong communication skills
- Great at problem solving

Ideal candidates may have the following:

- Prior use of Chimegration and/or Importacular
- Raiser's Edge import experience
- Use of Freshdesk or similar support desk software
- Experience of BBCRM and/or Altru
- Use of Mailchimp
- Experience of any of our [partner organisation products](#)
- Working knowledge of fundraising sector

Remuneration

TBD based on skills and experience

Strictly no agency recruiters please

If you would like to apply for this position, please email us at careers@zeidman.info with your CV and covering letter.