

**Role: Technical Services Administrator**

**Reporting To: Remote Services Manager**

**Department: Technical** - Norwich Office

**Contract:** Full-time, permanent (Mon-Fri 9am – 5pm)

**Salary:** £18,000 per annum.

**Benefits:** Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Gym discounts, holiday purchase scheme.

**About us**

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

**About You**

For this role you will need to have:

- Excellent command of written English
- Reading with speed, accuracy and comprehension
- Experience of proof-reading
- Competent in using Word
- Understanding of ISO standards an advantage

**Responsibilities include:**

Overall responsibility for the administration and transition of Client's Management Systems into QMS Connect including client onboarding.

The preparation of Upgrade Manuals, within QMS Connect and in MS Word format to ensure the field team can conduct each visit type successfully.

Providing Connect support to field colleagues and clients.

Providing support, where required, to enhance Connect, including system testing and research.

This includes, but is not limited to:-

- Ensuring clients management systems are transitioned in a timely manner into QMS Connect.
- Ensuring customers accept Connect Invites and set up key users.
- Providing an onboarding call after each transition demonstrating the system and guiding the client through the new structure of their management system
- Follow up Customer acceptance of documents via Connect.
- General Connect Support for staff and clients.
- Reviewing manuals sent in by the customer to confirm that they are suitable for transition into QMS Connect
- Support clients with queries on Connect Processes and where to find documentation.
- Assisting with Usersnap queries
- Monitoring all Upgrades booked in.
- Ensuring we have received the clients most up to date version of the manuals
- Prepare upgrade manuals in MS Word or Connect in advance of the appointment and send them to the Consultants.
- Other duties, as deemed necessary by the Remote Services Manager

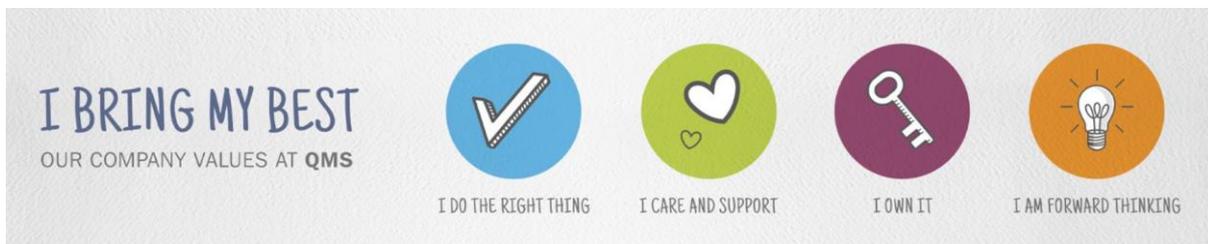
## Company interests

You will use your best endeavours to ensure that the Company interests are promoted in the most positive manner. This includes but is not limited to;

- Portraying the Company in a positive way to internal and external parties
- Taking steps wherever possible to ensure the company maximises sales
- Considers Company financial performance when committing to any spend on behalf of the Company.

## Company Values

We're proud of our culture and values, colleagues are expected to demonstrate our values in the day to day delivery of their roles.



*Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.*