

Pythagoras Ltd. is a well-established global Software Company with more than ten years of experience. Through our Headquarter in Switzerland and offices in South Africa and Hong Kong we serve more than 500 clients worldwide. Our innovative and flexible solutions are integrated in the Compliance and Risk Management workflows of different industries but primarily within financial services. Our products and services ensure structured and comprehensive Anti-Money Laundering (AML) and Know Your Customer (KYC) processes. Pythagoras offers comprehensive security and transparency in the management of client information for the main business as well as risk management.

For our office in Cape Town, South Africa we are looking for an

## **Advanced Client Services IT Consultant with additional language an advantage German/Spanish/French**

### **Job description**

Our Client Services Team is responsible for the management of all kind of support queries from our global customers. They setup new customer installations, resolve customer support issues, configure new modules and features and provide training to the customers.

### **The main tasks include the following:**

- Provide frontline customer support for our software application
- Business analysis and specification of customer requirements
- Installation, configuration and customizing (remotely) of software
- Documentation of projects and track recording of support cases
- Monitoring of escalations and communication with internal parties
- Systematic follow up support and quality checks with customers
- Builds and maintain professional relationships (as a go to person) to existing customers
- Assists in maintaining of user guides and technical documentation

### **The specific requirements for this role are the following:**

- Excellent experience in assisting challenging customers only by remote access
- Strong problem solving and analytical skills.
- Must be able to manage and lead a Project efficiently
- Outstanding communication skills (verbal and written) and self-confidence to communicate to professional audiences over the phone, excellent in English
- Exceptional Customer Services Experience and service orientation
- Valid Work Permit for South Africa (an advantage)
- Proven Knowledge of following Software: SQL Server, MS Office
- More than 5 years of experience in a similar environment
- Good team player, ambitious and success oriented personality

