



THE FINE WINE MARKET

Technical Support, Automation

Location: Borough, London

Competitive Salary plus Company performance-related bonus, healthcare insurance & wellbeing benefits

Exciting opportunity for a self-motivated, hands-on technical support person with strong communication and collaboration skills.

About Company

Liv-ex is the global marketplace for the wine trade, with circa 600 members worldwide. We offer B2B services that span trading, data, logistics and technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed yet informal, energetic and action oriented.

Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

Summary Purpose

Liv-ex is looking for an inquisitive, hands-on individual to work closely with our Head of Automation to support our customers who have connected to our web services. The ideal candidate will be a strong communicator who wants to take ownership in particular of Customer Technical Support and drive it to the next level.

Role Responsibilities

- Deliver an excellent customer experience for our customers. Help with troubleshooting and solve issues that our customers maybe experiencing.
- Consult with our customers ensuring they stay up to date with our latest services and be the primary point of contact.
- Identify growth areas with our customers and raise to the team

Knowledge, Skills & Experience

- A minimum of 2 years' experience in a relevant role
- A track record of delighting customers when problems arise
- A proven ability to manage, prioritise and deliver multiple tasks timely
- Strong communication skills to collaborate with a broad range of people
- Hands on, flexible and proactive with a desire to succeed

Essential

- Deep interest in business and using technology to solve business problems
- End to end digital product knowledge
- An ability to work under pressure and to a deadline



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- A strong technical understanding
- An excellent problem solver
- Excellent written and numerical skills

Attributes:

- Strong communicator at all levels, able to build productive and effective working relationships with customers, suppliers and the broader team
- A team player with a desire to learn the various Automation roles and support when the opportunity arises
- Decisive and robust - able to take ownership and make decisions
- Able to build strong and productive working relationships
- Committed and hardworking, driven to succeed

To apply, please send a copy of your CV with a cover letter to outline why you are interested in this opportunity to our HR team at clientresourcing@strattonhr.co.uk.