

## Tutis Support Coordinator Role

Tutis Operations Pty Ltd is a boutique SaaS company, providing cloud-based, workforce compliance solutions for a range of business customers. The company is growing, and we are searching for a dynamic, enthusiastic and committed Support Coordinator to join the Tutis team based in Brisbane.

The Tutis team are experts in workforce compliance systems for large industrial enterprises and for Registered Training Organisations. Tutis services companies throughout Australia and is also operating in New Zealand.

The Support Coordinator is a member of the Customer Success team responsible for the delivery of 1st Level Helpdesk support for Tutis Compliance Solutions, and for providing on-boarding managed services for Tutis' customers. The Tutis compliance solutions are cloud-based solutions and are used by large enterprises and training providers.

This role is suited to an individual with strong communication, organisational, analytical and problem-solving skills; it requires a strong customer service focus. Tasks include customer helpdesk support and running the managed service based on the TUTIS software platform: entering, monitoring, maintaining and reporting on customers' training activity.

The successful candidate will also be responsible for providing administrative support to the customer success deployment team, and the business in general.

### **Desired Skills and Experience:**

To succeed in this role, you will need:

- Prior business application product helpdesk support experience (level 1 and level 2)
- Strong general IT skills including Windows Server and MS-Office
- Jira and Confluence knowledge well regarded
- Customer service orientation
- Very strong communication skills, both verbal and written
- Exposure to business operations
- Strong problem solving and analytical skills
- Team player
- Ability to work under pressure and to deadlines
- Maturity to set and manage expectations with variety of stakeholders
- Good Organisational skills - flexible, able to manage multiple on-going tasks
- A desire for on-going learning

Tutis Operations is a progressive company working out of well-appointed offices in the Brisbane CBD, we offer great working conditions including flexible working hours, and an opportunity to work on exciting challenges and projects. The role is full-time. The Tutis team is a close-knit, supportive team and the right team member will be rewarded with a competitive salary.

To Apply for this role please email your resume to [hello@tutis.com.au](mailto:hello@tutis.com.au) attention of the Talent Manager.