

Support Apprentice

About Us

Cloud9 are a top tier Microsoft Gold Partner that is highly respected within the global Microsoft Community. We are a Microsoft Presidents Club award winner for our service to clients, who are fast growing successful businesses around the UK. We support SME clients with the successful deployment of Dynamics 365 CRM and integrated portals. We are trusted advisors to clients to ensure their projects support them in delivering best practice processes and competitive advantage.

We have recently won Apprentice of the Year through the Gatwick Diamond Business Awards in recognition for our investment in training and development of our staff. We are passionate about making our customers very happy and driven to learn and continuously improve the services we offer.

The primary measure of success for the role is to achieve high Net Promotor Scores from clients through outstanding ability to meet client expectations in a timely manner. This role is a great starting point for those interested in a career within consulting as there will be many shadowing opportunities to learn consulting skills

Our Values

Cloud9's core values are:

- Positivity
- Fun
- Be the Best
- Long Term Partnership
- Knowledge Sharing.

Want to know more about our values? [Take a look](#) at website to find out more detail.

The Role

- Proactive creation of support cases to resolve client Dynamics support issues
- Potential to support for Creation of videos for training and marketing purposes
- Support clients with minor level 1 support and easy 'how to queries'
- Tracking of Support cases and status to ensure clear communications
- Ensure great customer experience through-out life time experience in dealing with Cloud9.
- Keep up to date with product developments

Who we're looking for

You must love engaging with people and be great at developing and building relationships. You need to be enthusiastic to learn and go outside your comfort zone as Cloud9 is a place that will help you reach career goals beyond your dreams. You need to have to be capable of conveying passion about what you are interested in, as this passion is infectious.

We are looking for someone who is highly organised, has an excellent polite telephone manner who breathes energy into everything they do. You will need to have a natural great attention to detail. As a team, your success and contribution makes a big impact so you need to be focused, highly self-organised, and even good at organising others (including colleagues and clients). You need to be persistent and a creative problem solver and love a challenge.



What we'll offer

You will be a quick learner, highly self-motivated, especially to learn about new technology trends. You will need to be a team player, adaptable and have a positive expectation of life which will all be key factors to ensuring your success within this new role.

Cloud9 typically offer frequent pay reviews to ensure your salary compensation is commensurate with your level of value add to the business. Pay reviews are at least every 6 months within first 3 years of employment. Our ambition is to stretch you to reach your highest potential.

We plan monthly days in the office for learning and sharing with food and drinks out to ensure there is a fun aspect to really getting to know your team. In addition, you'll get; 23 days holiday in addition to bank holidays, working hours 8.30-5.00 (Mon-Fri), located in modern Brighton offices overlooking Preston Park and the Downs and training and development opportunities.

If you feel you have the experience and attitude suited to join the team, then please send over a PowerPoint detailing what you are passionate about along with an up to date **CV** and **Cover Letter**. Strictly no agencies. Email careers@cloud9insight.com or call 01273 921510.

First stage will be telephone interviews. Second stage interviews will be at our offices and will include a presentation.

Equal Opportunities Statement:

Cloud9 is committed to promoting equal opportunities in employment. Employees and job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.