

Job title: Configuration Support Coordinator

Reporting To: Integration & Configuration Lead

Functional Area: Product

Salary: £30,000-£33,000 (dependent on experience)

About Enroly

At Enroly, we're transforming universities' student visa and onboarding process. Our flagship product, CAS Shield, is a trusted B2B SaaS platform that nearly half of higher education institutions use to streamline compliance, reduce administrative burdens, and improve the international student experience.

Enroly was recently acquired by Ecctis, the UK's leading authority on international qualifications and skills benchmarking. Ecctis delivers essential services including qualification evaluation, recognition frameworks, and global consulting to governments, education providers, and employers. Together, we're building a future-proofed approach to student recruitment and enrolment, backed by unparalleled data, insight, and capability.

Position summary

As a configuration support coordinator, you'll support the Product team and collaborate closely with the Customer Success team and our clients. You'll be responsible for configuring the platform to meet client requirements, supporting clients during UAT (user acceptance testing), and responding to configuration-related queries both internally and externally.

This role is ideal for someone who enjoys problem-solving, has strong attention to detail, and is comfortable working with systems and workflows. You don't need to be a developer, but you should be confident navigating software platforms and explaining system behaviour to non-technical users.

Key responsibilities

- Build an understanding of the UK higher education sector, Enroly's clients, and their challenges.
- Develop a deep knowledge of Enroly's product suite, with a focus on platform configuration.
- Configure client environments (UAT and production) to meet agreed requirements.

- Support clients during UAT by responding to configuration-related queries and guiding them through testing.
- Respond to configuration queries raised via our JIRA board and support channels.
- Collaborate with the Customer Success team to support client onboarding and platform optimisation.
- Work closely with the team to clarify requirements and ensure configurations align with system capabilities.
- Join internal and occasional client meetings to support configuration discussions and troubleshooting.
Track, analyse, and report on configuration-related queries to improve processes and client experience.
- Maintain documentation, checklists, and internal guidance related to configuration processes.
- Develop cross-functional knowledge of integrations and platform workflows to better support clients.

Must-have skills & qualifications

- Strong written and verbal communication in English, with confidence supporting client-facing discussions.
- Highly organised, with strong attention to detail when configuring systems and managing multiple environments.
- Analytical and logical thinker with strong problem-solving skills.
- Ability to quickly learn new systems and explain platform functionality clearly to non-technical users.
- Experience in customer-facing, technical support, or system configuration roles.
- Comfortable managing multiple client queries and priorities simultaneously.
- Collaborative mindset with experience working across teams (Product, Customer Success, QA).
- UK-based (to align with client time zones and compliance requirements).

Nice-to-have skills & qualifications

- Experience working in higher education or supporting international students.
Familiarity with UKVI guidelines.
Experience configuring SaaS platforms or workflow-based systems.
Exposure to UAT processes, system testing, or client onboarding.
- Experience with bug tracking tools (Jira) and knowledge management platforms (Confluence).
- Background in reporting, data monitoring, or process optimisation.

Key performance indicators (KPIs)

Query resolution SLA: % of configuration-related UAT and production queries resolved within the agreed timeframe (following internal SLA based on issue priority).

UAT support quality: Ability to support clients through UAT effectively with minimal escalation.

Response time: Average first-response time for configuration queries (target <1 business day).

Environment configuration: Timely and accurate configuration of UAT and production environments according to project timelines.

Client feedback: Positive feedback from clients and Customer Success team regarding configuration support.

Process improvement: Contributions to improving configuration documentation, checklists, and internal workflows.

A day in the life

Morning: Review the Jira board for new configuration queries, respond to overnight messages, and check progress on JIRA Board.

Mid-morning: Support a client during UAT testing by answering configuration questions and helping troubleshoot a workflow issue.

Afternoon: Work on the configuration board to resolve tickets.

Late afternoon: Update configuration documentation and analyse recurring support queries to identify opportunities for improvement.

End of day: Finalise configuration updates, respond to outstanding queries, and prepare priorities for the following day.

What We Offer

We encourage you to apply immediately. We conduct interviews on a rolling basis and will fast-track high-potential candidates.

At Enroly, we believe in diversity, equity, and inclusion. We encourage candidates from all backgrounds to apply, ensuring equal opportunity for everyone. For more information on how we handle and protect your personal data, please review our Privacy Policy.