



Job title	Customer Support Agent
Department	Customer Success
Job type	Full-time
Location	Hybrid working (minimum 2 days a week in our Edinburgh / Rosyth office, and remotely other days of the week)
Responsible to	Head of Customer Success
Job description date	May 2025

Customer Support Agent

Transforming the Future of Farming

Join the iLivestock Team as our Customer Support Agent!

We are a thriving, innovative technology company, supporting farmers with everyday farm management technology tools. If you have farming experience and have completed agricultural studies, care passionately about farming and want to help our farming community, we want to hear from you!



The Opportunity

We're on the lookout for a friendly and motivated Customer Support Agent to join our Customer Success team and help farmers get the most out of our tools. If you've spent time working on a farm, know your way around sheep and cattle, and enjoy helping people, this could be the perfect role for you. You'll be chatting with farmers, solving problems, giving demos, and generally making sure our customers feel supported and confident using our tech.

You'll report to the Head of Customer Success and work closely with the wider team to make sure everything runs smoothly. If you care about farming and love the idea of being part of a team that's changing the way farmers work, we'd love to hear from you!

About iLivestock

iLivestock offers software and hardware solutions for sheep and beef cattle farmers to manage their flocks and herds using a smartphone or tablet. Its technology, all developed and tested in the UK, simplifies farm compliance and animal record keeping, removes cost barriers to effective livestock management, and allows data-capture to fit seamlessly into farming routines.

The iLivestock team worked with farmers worldwide for over ten years to understand on-farm challenges. The company developed solutions tailored to the needs of livestock farmers, making it effortless, straightforward, and cost-effective to gather data on the farm.

With its affordable farm technology - which can be customised to meet the specific requirements of any sheep and cattle farmer and seamlessly scale up as their business grows - iLivestock empowers farmers to make better-informed decisions that boost their profitability, productivity, and environmental sustainability.

Key responsibilities

- Onboarding and supporting customers by phone, email and online
- Troubleshooting and problem-solving issues
- Online demonstrations
- Data manipulation (must be comfortable using Excel)
- Bug ticket writing
- Feature testing and customer guidance
- On-farm visits and shows
- Playing a key role in helping farmers adopt technology

What we are looking for

- On-farm and agricultural experience with sheep and cattle livestock is a MUST
- Customer-facing experience
- Excel and Word capable with an ability and thirst to learn new online systems
- Ability to work remotely and travel to our Edinburgh office

Additional skills

- Keen eye for detail
- Good problem-solving skills
- Dedicated to supporting our farming community
- A good understanding of technology processes is a bonus, but not necessary
- Spanish speaking would be advantageous
- Training is provided

Why iLivestock

At iLivestock, we're on a mission to make a real difference in agriculture. If you're eager to contribute and make a tangible impact, we invite you to explore opportunities with us.

What we offer

- Competitive salary – up to 28K depending on experience.
- Regular company-wide social events and get-togethers
- Company-wide bonus scheme
- Private health insurance
- Hybrid working (role-dependent):
 - Office days: Work in the office two days a week (Monday and Wednesday) for team collaboration and meetings.
 - Remote days: Work remotely for the remaining three days, offering flexibility and better work-life balance.
- 40 days annual leave (including bank holidays)
- Company pension scheme

Not to mention

- Opportunities to take responsibility and grow professionally
- A positive and collaborative work culture
- A dynamic work environment with quick decision-making

We like to hear from you

Are you passionate about farming and technology?

Join us at iLivestock and be a key player in developing groundbreaking technology that empowers farmers globally. We're looking for dedicated individuals to join our diverse and enthusiastic team, committed to creating the best solutions for sheep and cattle farmers.

Interested?

Send your CV and cover letter to careers@iLivestock.co.uk and let's get the conversation started!