

# Support Analyst

## Job Description

### Summary of position

The Support Analyst will be working with our consultancy and SaaS product development teams to provide support offering across multiple B2B and B2C services. Reporting to the Service Delivery Manager, you will provide the timely incident and problem management services our customers require.

The ideal candidate will be someone who understands the importance of great customer service and has a very clear written and verbal communication style. They may enjoy exploring different technologies in their spare time and may have work experience in an IT or call centre environment, although this is not essential.

### Responsibilities

The Support Analyst will have the following responsibilities:

- Delivering the support capability and drive excellence through alignment to standards and processes;
- Answer and respond to incidents and problems, as well as deal with standard and non-standard requests;
- Proactively check systems and services in order to identify issues or improvements;
- Work on call shifts once trained, including bank holidays;
- Complete support activities and tasks to recover systems affected by incidents;
- Provide excellent customer service for our B2B and B2C clients;
- Create support documentation and knowledge articles to ensure the effective delivery of support activities;
- Escalate serious issues to the Service Delivery Manager;
- Get stuff done properly, first time around;
- Make it right and only then make it fast;
- If you see something that's broken, fix it. That includes the coffee machine.

### Skills & Experience

The Support Analyst will have some experience of delivering fantastic service/support – this may be through work experience, clubs, in an education setting or elsewhere.

In addition, the role holder should have:

- The ability to learn complex technical information and then convey it to customers;
- Strong verbal and written communication skills;
- Strong customer service skills, with the ability to handle a range of customer requests;
- Experience of using initiative, owning tasks/projects and following through to completion;
- The ability and desire to learn new skills in a fast-paced environment

### Desirable Skills

- Working knowledge of at least one public cloud provider (PaaS, IaaS, SaaS);
- Understanding of, or experience using a development/query language (SQL, Java, C# etc)
- A technical background with some experience forward fixing hardware and or software issues.

### Location, On Call & Shift Allowance

The Role will be based at The Data Shed's Leeds office. The role will require periods on call and shift work outside of normal business hours including public holidays (typically working in shift patterns 1 week in 4).