

CLIENT SUPPORT ANALYST (FIRST LINE SUPPORT)



The role :

First line support needs to know our services extremely well and have the capacity, tenacity and drive to answer questions and solve problems for our clients. The role will require the individual to learn our systems through a mixture of self-learning and teaching. The ideal candidate is unafraid to get involved and ask questions to further their learning and development. Good communications are key and a high level of spoken and written English is required as well as a technical aptitude to learn our systems.

Responsible :

- Learn and understand our systems from a user point of view.
- Understand the goals of the client and why they use our services.
- Correctly identify and triage tickets on our helpdesk to the correct departments, including escalation to second line support where necessary.
- Teach our clients how to use our services and provide support and advice to swiftly resolve their queries and issues.
- Ensure that the helpdesk is well organised, that tickets are scored, responded to and preliminary investigation is efficiently done, well within our SLAs.
- Answering the telephone to client calls to resolve the query or redirect the call where appropriate.
- Keep track of aged tickets and resolution efficiently.
- Provide first line support to our clients on any aspect related to how the services work
- Organise and manage the helpdesk to assign all tickets to the correct department, scored, responded to and preliminary investigation is efficiently done, well within our Service Level Agreement (SLA)
- Help write documentation or record videos to add to our knowledge base, based on the recurring support queries.

- Provide any required post-onboarding training to our clients.
- We are looking to implement Live Chat and the Client Support Analyst would need to monitor.
- Due to the growth of the company this role is likely to evolve and the Client Support Analyst would be expected to adapt quickly.