

Application Analyst

Department: 2nd Line Technical Software Support Analyst
Reports to: Director of ITAS, North America & New Zealand
Location: Newport News, VA
Hours: 40/week

Summary

To be capable of working in a team but also be capable of working on their own and have proven experience of supporting 1st and 3rd party customers with software application issues working with high call volumes. To contribute towards a help desk function to fully satisfy customer needs. This will include ensuring that all contractual SLAs are met and that there is a high level of customer satisfaction in problem solving and fault resolution.

This role will be hands on with the help desk function including telephone and electronic communication with customers ensuring that the highest level of customer satisfaction is attained within SLAs.

Successful applicants will have the opportunity to work in a fast moving and growing organisation, with highly talented colleagues and an impressive list of clients. We will provide the challenge, the opportunity to build a broad range of skills, develop leading edge knowledge and work with a diverse range of people.

Primary responsibilities and accountabilities

- To answer the telephone in a friendly and professional manner and deal with queries from the customer base who use the different PROACTIS Software products and websites.
- A skill in explaining things clearly in Plain English is essential.
- To log, triage, investigate, create step-by-step replications for development code fixing and resolve support cases raised due to issues with the use of the PROACTIS suite of Spend Control & eProcurement Software Solutions. These cases are logged in both the main PROACTIS Support System from phone calls, emails, Contact Us responses from the websites and from cases logged within the system by the customers.
- To assist in managing and maintaining the PROACTIS Hosted Environments in the US and performing the role of system managers for those customers who host their PROACTIS Software with PROACTIS. PROACTIS follow an ITIL Approach to manage and maintain any change within these environments.
- To perform a review of Daily Checks on the Hosted Environments and act on any outcomes, investigating and resolving issues where required.
- To perform routine maintenance tasks on the PROACTIS hosted systems including collating Daily Checks Emails, Managed Service Daily Review and troubleshooting and Weekly Penetration Testing Reports.
- To provide customer satisfaction to the agreed business levels.
- To provide customer and partner support within SLAs on a continuous basis.
- To ensure that the highest levels of customer courtesy and proactive responses are being adhered to.
- That both verbal and written customer communications are of the highest standards
- To ensure that accurate records are kept of all customer communications
- To ensure that all contact to the helpdesk is tracked and recorded and responded to within given timeframes Minimise repeat reoccurrence of queries (internal and external) by ensuring accurate and timely Knowledge Base articles
- You should be a team player who integrates easily and communicates positively
- You should be able to identify where support is required and proactively provide it
- You should be committed to providing outstanding customer service (internally & externally)
- You will need to be energetic and self-motivated - thriving in a hands-on environment and require minimum management supervision

- You need to be flexible and adaptable - excited by new ideas and/or technology and, willing to pick up and work with new initiatives no matter how unfamiliar
- We seek people who are ambitious, seek to improve their performance, and are interested in training and generally in personal development
- Highly organised - managing workload and delivering
- You should be able to demonstrate initiative and have problem solving skills and be able to think laterally

Please note that responsibilities may be added or varied to respond to the demands of the business.

Skills and experience

- Background in helpdesk/customer care essential, within a technology environment - must have experience of small fast growth business
- A level of technical capability including database interrogation, SQL scripting, software fault-finding, Interface/Integration Issue Investigation and finding alternative solutions to technical software problems would be advantageous
- An understanding of financial and procurement processes and procedures used within Small, Medium and Large Enterprises would be advantageous
- Demonstrable experience in software support, Windows based Operating Systems, Various Web Browsers and MS SQL Language
- Previously worked within VB and .Net software support with a high level of skills in:
 - MS SQL (preferably MS SQL 2008 R2 or higher)
 - IIS
 - MS Operating Systems
 - MS Office Products (Word, Excel, PowerPoint)
 - Different browsers such as IE, Google Chrome, Firefox
- Additionally, experience with the PROACTIS suite of software would be an advantage
- A commercial approach and appreciation of the importance of customer retention and ROI
- Will have worked in a customer focused B2B (Business to Business) environment with good understanding of customer requirements/market
- Must demonstrate a hands-on approach and consistent delivery

Application

To apply for this position, please forward a CV and covering letter to proactishrus@proactis.com