

3rd Line Technical Software Support Analyst

Department: Customer Support
Reports to: Technical Support Manager
Location: Wetherby
Hours: 37.5 hours per week

Summary

- To be hands-on within the helpdesk function ensuring that the highest level of customer service and customer satisfaction is attained within associated SLAs.
- To contribute towards the helpdesk function to fully satisfy customer needs and fully support the Supplier Support & 1st & 2nd line (frontline) support teams. 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.
- To be the first point of escalation within the team for managing issues flagged by customers or the supplier support, 1st & 2nd line teams for your area of expertise.
- To use your high level of technical ability in resolving software support or environmental issues found by external customers and internal Stakeholders whilst using the PROACTIS suite of software products and websites.
- To deal with and resolve complex support cases, explaining them in Plain English to either the 2nd Line Team Members to relay back to customers or directly to senior customers who have a good degree of knowledge in finance and procurement but may struggle with the technology, including being present on conference calls or the occasional site visit as a technical expert to support other staff members such as pre-sales, sales, account managers and customer managers.
- The 3rd Line Technical Software Support Analyst needs to be able to work in a team but also be capable of working on their own and has proven experience of supporting 3rd party customers with software application issues and working with high support case volumes.
- Monitoring responses from Supplier Support & 1st & 2nd Line teams and assisting them in providing effective and suitable responses to customers where they need assistance including knowledge sharing and one-to-one training.
- Checking and then Running Change Requests raised by the 2nd Line Support Teams using standard reusable SQL Scripts.
- Creating complex SQL Scripts and performing complex tracing and fault finding.
- Performing screen shares with customers either to see what their issue is or to provide guidance to them where other methods of guidance have failed.

Primary responsibilities and accountabilities

- To investigate and resolve complex issues found in PROACTIS's various .NET Application, MS SQL Server Database Software Products that the Supplier Support, 1st & 2nd Line (Customer Facing) Teams have been unable to resolve.
- To produce and ratify simple and complex SQL Scripts and Stored Procedures to resolve software issues as workarounds or where they cannot be fixed by product development
- To assist in the maintenance of the Hosted Environment including Patch Checking and deployment where required.
- To liaise with product owners over any issues that require definition as either software faults or software enhancements.
- To work with product development and testing teams to assist in any way required to get cases across to these teams including generating or verifying replication steps and then into patch releases and out to customers.
- To be part of a Helpdesk function provided to satisfy customer requirements
- To provide excellent customer service and satisfaction to the agreed business levels.
- To provide customer, internal stakeholder 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.
- To ensure 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
- To maintain a good understanding of financial and procurement processes of all of our customers and maintain and be the arbiters of a central database of the descriptions of their processes and the uses and configuration of their installations for the rest of the team(s) to refer to.
- To minimise repeat reoccurrence of queries (internal and external) by ensuring accurate and timely creation of Knowledge Base articles and team processes and procedures and team training.
- To manage the progress, mentoring and training of the team members within your primary product group with the assistance of the Customer Support Manager and Team Leaders
- To assist the Supplier Support & 1st & 2nd Line Team Leaders in managing the workload of the customer services experts within the frontline team.
- To provide support to the Supplier Support & 1st & 2nd Line Team Leaders and assist them in their duties as required including queue management, staff training, case review and resolution, data fixes etc.
- To work within the ISO Quality and Security Policies and Procedures and advise should these needs reviewing or updating.
- To implement, document and manage with the team any directives provided by senior management to meet the Business Requirements of the PROACTIS Group of companies.

Skills and experience

- Background in helpdesk/customer care essential, specifically within a technology environment - must have experience of a small fast growth business
- Demonstrable experience in application software support, .NET websites, MS Windows based Operating Systems and MS SQL Language
- Previously worked within VB and .Net software support with a high level of skills in:
 - MS SQL (preferably SQL 2008 R2 or higher)
 - IIS
 - MS Operating Systems
- Some .NET development capabilities
- Experience with the PROACTIS suite of software
- Commercial approach, appreciates 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

Person Specification

- You should have a high level of technical capability including database interrogation, complex SQL scripting, software fault-finding, interface/integration issue investigation and finding alternative solutions to technical software problems
- You should have a good understanding of financial and procurement processes and procedures used within Small, Medium and Large Enterprises
- You should be able to demonstrate initiative and have excellent lateral-thinking and problem solving skills
- 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
- The role requires people who are ambitious, seek to improve their performance, are interested in training and generally in personal development
- You should be highly organised - managing workload and delivering effectively and efficiently



Application

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