

Technical Support Analyst (TSA)

Department: Support
Reports to: Head of Customer Support
Location: Wetherby
Hours: 37.5 hours per week

Summary

Proactis Technical Support Analysts (TSAs) are specialists in investigating, replicating and resolving issues found in the suite of Proactis, Purchase-to-Pay and Source-to-Contract On-Premise and SaaS Solutions. They support over 1000 organisations worldwide both directly and through our reseller partner network. They use their technical ability to resolve environmental or support issues found by external customer and internal Stakeholders.

The TSAs are hands on within the helpdesk function working in a team or individually, ensuring that the highest level of customer service and customer satisfaction is attained within associated SLAs on the high volume of support cases received. They deal with and resolve complex support cases, explaining them in Plain English to customers who are primarily finance and procurement users.

Strong communication skills are important to respond confidently to cases on the telephone or via screen shares with customers to identify the issue or to provide guidance, where appropriate. As part of their role, they create SQL Scripts either for analysis or resolution of issues and perform complex tracing and fault finding.

Primary responsibilities and accountabilities

- Be part of the helpdesk function and provide excellent customer service and satisfaction to the agreed business service levels ensuring that accurate records are kept of all communications.
- Investigate, replicate and resolve complex issues found in Proactis' Solutions, including those received from 1st Line colleagues.
- Maintain regular updates to cases during the support process ensuring the customer is always kept up to date and informed.
- 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.
- Assist in the maintenance of the Proactis Hosted Environments including Patch Checking and deployment where required.
- Maintain a good understanding of financial and procurement customer processes and update customer information relating to changes in process and personnel as required.
- Minimise repeat occurrences of questions by ensuring accurate and timely creation and maintenance of knowledgebase articles, support processes, procedures and training.
- Work within the ISO Quality and Security Policies and Procedures and advise should these needs reviewing or updating.

Skills and experience

- Good level of technical capability. Should preferably include database interrogation, SQL scripting, software fault-finding, interface/integration issue investigation and finding alternative solutions to technical software problems
- Excellent Troubleshooting Skills
- Ideally experience as a technical customer support analyst working with software applications
- Understanding of financial and/or procurement processes preferred
- Excellent positive communicator and team player
- Experience of working in multi-disciplinary teams and to challenging deadlines
- Proactive, driven and ability to self-manage

Application

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