Application Support Analyst

Location: Lincoln - Hybrid – Minimum of 1 day in the office per week with regular in-office team meetings each month – You can expect to be in the office around 6-10 days a month

Working hours: We work a few different shifts (8.00am - 4.45pm, 8.30am - 5.15pm and 9.15am - 6.00pm) to support our customers, and occasional out of hours work when required.

Salary: £25000

We're looking for enthusiastic and confident problem solvers to join our expanding application support team based in Lincoln. You'll provide inbound support to customers via phone and email – quickly establishing the cause of the issues through appropriate questions and enabling solutions as swiftly as possible – whilst at-all-times delivering a high level of diplomacy and customer care.

What will I be doing?

- Providing comprehensive support to end-users through telephone & email
- Investigating and troubleshooting issues reported by users to deliver timely and effective solutions.
- Executing SQL updates to address client data issues and generating customised reports as needed.
- Recording all interactions meticulously in our support ticketing system (Freshdesk).
- Categorising support tickets accurately, ensuring clear documentation and concise summaries.
- Managing your ticket queue efficiently considering priority and complexity, taking ownership of issues and ensuring compliance with support SLAs.
- Promptly escalating support tickets when resolution is beyond immediate capability.
- Communicating professionally and effectively with both customers and internal teams.
- Collaborating with the wider team to maintain and enhance high levels of customer satisfaction.

What do you need from me?

- Demonstrate excellent all-round IT skills
- Be a true 'people person' with an awesome approach to customer service (particularly with high profile customer groups)
- Exhibit strong oral and written communication skills, effectively conveying technical information to diverse audiences with clarity and precision.
- Showcase outstanding problem-solving skills with a keen analytical mind, enabling swift and effective resolution of complex issues.
- Display excellent workload management skills, efficiently handling multiple tasks with a focus on prioritisation to meet deadlines and service level agreements.

Although not essential, the following are desirable for the role:

- Previous experience providing application support
- Degree level qualification and/or experience with related technologies

Why you should pick us:

- **Dedicated PDP time:** We give you dedicated time to be spent on your personal development each week.
- **We'll help grow your knowledge:** We have a dedicated internal Learning and Development department to help upskill you throughout your career with us.
- **Everyone needs a break sometimes:** We give 22 Days' Annual Leave, plus Bank Holidays (increasing with service.)
- **To help you celebrate:** We provide an extra day off for your Birthday.
- **Make a difference:** Enjoy an extra day off annually to dedicate to volunteering and giving back to the community.
- **Team building is important:** We have a departmental outings budget so everyone can get to know each other outside of work. We also have regular companywide events.
- **New starter WFH allowance:** Outside of your technical equipment, which we of course provide, we also give £100 Work from Home Allowance to go toward anything else.
- **Thinking of the future:** We have Pension & Private Healthcare Insurance schemes.
- **Drive green:** Take advantage of our electric car leasing scheme via salary sacrifice.

Employment is subject to:

- Successful completion of DBS check with annual renewal
- Proof of eligibility to work in the UK

How to apply:

Contact email: candy.mussett@streets-heaver.com
Job Ref: **Support Analyst 2024**
Please supply a cover letter, CV and details of any prior experience that you may have.