

# Support Analyst

We're looking for enthusiastic and confident problem solvers to join our expanding 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.

**Job Title:**

Support Analyst

**Annual salary:**

£25,000 per annum

**Employment Type:**

Permanent/Full time

**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.

**Job location:**

Lincoln - Hybrid working (with in office contract) – Minimum of 2 days in the office per week with regular in-office team meetings each month – You can expect to be in the office around 8-10 days a month.

**Reporting to:**

Senior Support Analyst

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**Duties and Responsibilities:**

- 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.
- Promote sustainable practices to minimise the company's carbon footprint and waste.

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## Essential skills

- 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.

## Desirable skills

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

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## 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.

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## Employment is subject to:

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

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.**