

SUPPORT ANALYST

The Support Analyst I position provides application support to clients and partners requiring assistance with product-related functional and technical issues. The analyst handles primarily new support incidents and works with other support personnel to resolve issues. Individuals holding this position address a full range of customer/partner needs, including technical assistance, best use of product, additional product and service options, as well as acting as the voice of the customer. Additionally, this position participates in testing and provides documentation for our product lines.

POSITION RESPONSIBILITIES:

- Provide 1st level support for basic to complex technical issues (such as product installation) for at least one product line.
- Escalate any unresolved support issues, with all pertinent information included, to appropriate personnel.
- Provide coverage for incoming call queues. Analysts will be monitored and evaluated against a set of performance metrics. These include Average Handle Time of incidents, Available Time (availability to customers/partners), First Call Resolution Rate, Customer/Partner Satisfaction, and use of knowledge base tools, among others.
- Identify additional product or training needs the client may have. Assist client in gaining the most value from our products and services by discovering other needs and providing information to the sales department as appropriate.
- Document each support incident in the call tracking system in a clear, concise, understandable and professional format.
- Contribute documents and articles to the knowledge base. Author new articles for topics that are basic in nature. Edit existing articles and identify obsolete articles for deletion.
- Take responsibility to become fully trained on multiple product lines within the business unit. Analysts work with their supervisors to manage their own training and Individual Development Program (IDP). Training includes product architecture, customer service skills, related technology skills, etc.
- Execute test scripts for user interface, functionality, system, regression, and “ad-hoc” testing.
- Report, track, and communicate status of product defects and enhancements.
- Do whatever is necessary to enhance overall operations and profitability.

ESSENTIAL SKILLS & EXPERIENCE:

- Bachelor’s degree or equivalent experience.
- Strong troubleshooting/networking skills with Windows 2000 and/or Windows XP and various databases.
- Ability to work well with clients, supervisors, peers, subordinates, and administrative personnel to accomplish objectives.
- Ability to work with minimal supervision.
- Ability to identify and analyze problems, propose solutions, and anticipate future problem areas before initiating action and implementing solutions.
- Ability to learn quickly, apply knowledge to practical use, and take the initiative to resolve issues.
- Excellent interpersonal and communication skills.
- Excellent attitude, spirit of cooperation, and customer focus.
- Professional telephone manner.