

# Support Analyst

Give a S.H.I.T  
Blow S.H.I.T up  
Get S.H.I.T done  
Be the S.H.I.T

If you think you can live up to our values, then keep reading!

We're looking for someone who likes to solve problems, knows the right questions to ask and does it all while delivering great customer service.

Are you a pro at turning a customer's frown upside down? Do you always try to get to the bottom of a challenge whilst remaining polite and helpful? If you've got those skills, we'll train you up with all the product knowledge you'll need!

So, if you're great at managing your workload, appreciate a deadline and are enthusiastic about learning new things, then this is the role for you!

## Why you should pick us:

- ✓ Continuous professional development through training courses and more
- ✓ Self-study and on-the-job training
- ✓ We actively encourage you to share new ideas, technologies, and solutions
- ✓ Starting on 22 days annual leave raising every January to 25 days
- ✓ Enjoy a birthday day off to relax or celebrate however you like
- ✓ Take a day off as a 'charity day' to give back or volunteer
- ✓ Protect your family with private healthcare insurance & pension
- ✓ £100 New Starter Work from Home Allowance
- ✓ EV Car Scheme via Salary Sacrifice
- ✓ We promote good mental health non-judgementally
- ✓ Opportunity to earn 'Employee of the Month' and choose from a huge list of rewards

## What your responsibilities include:

- ✓ Providing direct end user support via telephone, email and chat, ensuring all interactions are recorded in our support ticketing system (Zendesk)
- ✓ Categorising tickets, ensuring issues are clearly documented and required support succinctly summarised
- ✓ Managing your own ticket queue, taking ownership of issues and ensuring adherence to our support SLAs
- ✓ Escalating support tickets promptly where you're unable to resolve
- ✓ Performing SQL updates to resolve client data issues and creating bespoke reports
- ✓ Communicating professionally with customers and internal teams
- ✓ Supporting the wider team in achieving high customer satisfaction
- ✓ We work a few different shifts (8.00am - 4.45pm, 8.30am - 5.15pm and 9.15am - 6.00pm) to support our customers. We'll do our best to assign you a preferred shift, although we need some flexibility from you to make sure we're resourced effectively.

## **What we need from you:**

- ✓ Excellent all-round IT skills but we are not above a “turn it off and on again” approach
- ✓ Great communication skills, via phone and email
- ✓ A true ‘people person’ with an awesome approach to customer service (particularly with high profile customer groups)
- ✓ Escape room level problem solving skills
- ✓ Excellent workload management and work prioritisation skills

## **Other skills we’d like to see (or we can teach you!):**

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

## **How to apply:**

Contact email: [careers@streets-heaven.com](mailto:careers@streets-heaven.com)

Job Ref: Support Analyst

Please supply a covering letter, CV and details of any prior experience that you may have.