

Support Analyst

£25,000+ p/a (DOE)

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!

Why you should pick us:

- ✓ Continuous professional development through training courses and more
- ✓ Self-study and on-the-job training
- ✓ Pension & Private Healthcare Insurance
- ✓ 22 Days' Annual Leave, plus Bank Holidays (increasing with service)
- ✓ Birthday Day Off and Volunteer Day
- ✓ Departmental Outings/Budget
- ✓ Dedicated Personal Development Time
- ✓ £100 New Starter Work from Home Allowance
- ✓ EV Car Scheme via Salary Sacrifice

What will you be doing?

- ✓ Providing direct end user support via telephone, email and chat, ensuring all interactions are recorded in our support ticketing system (Freshdesk)
- ✓ 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

What we need from you (but not a deal-breaker):

- ✓ Excellent all-round IT skills
- ✓ Great communication skills, oral and written
- ✓ A true 'people person' with an awesome approach to customer service (particularly with high profile customer groups)
- ✓ Super problem-solving abilities and an analytical mind

- ✓ Excellent workload management and work prioritisation skills

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

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

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. 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.

Contract: Permanent

Start date: Immediate

Location: Lincoln, UK

How to apply:

Contact email: candy.burton@streets-heaven.com

Job Ref: Support Analyst 2023

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