

Support Analyst Job Specification

Europe's leading Retail Forensic Analytics Company, **IntelliQ** requires a **Support Analyst**.

This role would suit a bright, determined, quick learning troubleshooter seeking a position within a successful Company with an impressive clientele that includes some of the most established retailers in the UK and Europe.

Main objective

The primary objective of the helpdesk is to provide an efficient, timely and effective problem solving service to IntelliQ customers. The Support Analyst performs both 1st and 2nd line support tasks with a focus on product support for IntelliQ's bespoke Forensic Analysis Solution.

Major Responsibilities

- Assess technical problems and solve issues of varying complexity via remote desktop, e-mail and phone
- Provide in-depth application support and basic report writing support to the user community
- Perform initial investigation and escalation as required while maintaining the ownership of customer communication and expectations
- Respond to helpdesk incoming calls (minimal) and e-mails (predominantly) in a highly professional manner while maintaining log of support calls efficiently
- Liaising with client (IT and non-IT) teams to gather information and provide solutions for the product
- Maintaining the Support Call management system and the knowledge base accurately
- Support internal departments in general duties like software upgrade at client sites, billing etc.
- Provide reports to relevant departments on performance data and any other reporting needs

Technical Skills

- Experience of Supporting Microsoft Windows Systems
- An understanding of SQL, Corporate Data and RDBMS (exposure to SQL Server and Oracle a benefit)
- MS Office
- Some programming exposure desirable

Expectations/Qualifications

- A sharp-minded troubleshooter who is eager to learn, and has logical thinking to gather information
- Excellent written and verbal communication skills a must (be able to communicate effectively on all levels within the Customers organization at non- technical as well as technical level)
- Ability to understand and communicate issues on a technical level for escalation and reporting purposes
- Established background in IT Support (previous 2nd line/application support experience)
- Well-organized and reliable with ability to put customers first
- Ability to prioritize issues, manage their own time and can handle a heavy workload

Experience

- 1 year of helpdesk experience in an IT environment (minimum)

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