



JOB DESCRIPTION

APPLICATION SUPPORT ANALYST

Overview:

A CPS Application Support Analyst is required to provide first and second line support to internal staff and external clients. Your day to day responsibility includes responding to calls or emails from clients logging queries and following them through to resolution in accordance with the contracted Service Level Agreements.

The successful candidate will require an aptitude for working with applications/systems to undertake analysis, diagnosis and resolution of client problems, which may range from straightforward to more complicated technical issues. There is also a range of administration duties within this role.

This is an excellent opportunity to become a product expert, whilst also having the opportunity to become a product specialist in Microsoft Technologies.

The role will include working as part of a CPS teams, or a mix of client and CPS professionals on engagements and will require good interpersonal skills, to complement your technical and delivery experience.

Key Responsibilities:

Customer Support:

- Working with customers/colleagues to identify causes of issues and reaching solutions
- Providing first class customer service and a gateway for customers to facilitate non-support requests, by discussing and passing on opportunities
- Escalating issues to Consultants where appropriate
- Logging and keeping records of customer queries
- Updating documents and how to sections
- Contributing to the monthly newsletter
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- Publishing support documentation to assist staff with requests for information & provide staff training if required

Internal Roles:

- Ownership of selected support deliverables
- Support Process and standards development
- Mentoring of new support staff and skills sharing
- Maintaining Asset Database
- Troubleshooting IT related problems from in-house software to hardware, such as company phones, Laptops, PCs and Printers
- Escalate unresolved calls to the infrastructure support team



- Basic Active Directory knowledge. Creating user accounts, reset passwords, create groups etc.
- Representing the Service Desk at meetings
- Liaising with Senior Management

Desirable personal attributes:

- Personable, and a quick builder of relationships
- Good interpersonal & Customer care skills
- Good writing & oral communication skills
- Imaginative Problem solver
- Ability to work as part of a Team of specialists
- Appreciation of a quality approach
- Sensitive to commercial opportunity
- Confidence in personal abilities
- Fast assimilator of information
- Resilient, appropriately persistent

Technical Experience:

- Good understanding of Microsoft Project Server / Project Online
- Good understanding of Microsoft SharePoint Server / SharePoint Online
- Good understanding of Microsoft Project Professional
- Good understanding of Microsoft Office 365
- Good understanding of Microsoft Azure
- Good understanding of Windows operating systems
- Good understanding of networking principals
- Appreciation of client/server network topology
- Awareness of Microsoft SQL Server 2012 onwards
- Awareness of Microsoft Dynamics 365
- Basic User & Security Group Active Directory administration

Industry Experience:

- We are looking for someone with a good IT background, with a keen interest in technologies and computers. Minimum 3 years previous IT customer service experience is essential. Self-motivated achiever who gains satisfaction from providing excellent customer service.



- Candidate must demonstrate knowledge and abilities in the following:
 1. **Problem Solving** – The ability to identify and resolve problems quickly and effectively. Understands entire process from logging to informing customer solution is in place; knows when to escalate; implements solutions not fixes.
 2. **Proactive Thinking** – The ability to take initiative to make improvements. Anticipate customer needs; looks for ways to make things better for the customer, to eliminate recurring problems, calls, is constantly learning.
 3. **Communication** – Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification of requests. Responds well to questions. Ability to interact and communicate clearly in English with people over the telephone, often in stressful situations. Writes clearly and informatively. Edits work for spelling and grammar.
 4. **Customer Skills** – The ability to interact with customers in a polite and professional manner. Regards customer as most important part of job; respectful of customers and manages difficult or emotional customer situations. Responds promptly to customer needs and requests for service and assistance.
 5. **Professionalism** – Uses time efficiently. Approaches others in a tactful manner. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions.
 6. **Teamwork** - Contributes skills and capabilities to achieve the team's goals. Is receptive to new ideas, builds strong working relationships and values diversity. Encourages and gives credit to others for their contributions and puts the attainment of team goals ahead of individual objectives. Ability to help Service Desk staff and makes self-available to others.
 7. **Flexibility** - Performs a wide range of tasks, responding to changes in direction and priorities. Accepts new challenges, responsibilities and assignments. Works outside of ordinary routine. Views problems or business situations from both own as well as another's perspective. Adjusts to multiple demands and satisfying priorities. Utilises new and unique methods to resolve issues. Possesses versatility demonstrated through performance and/or some experience in multiple skill sets.
 8. **Team/Company Fit** – Absolutely always on time; enjoys working in a very casual environment in terms of relationships and communication; willing to work over time; doesn't need any hand holding.
 9. **Technical** – The ability to learn technical product information quickly and accurately. Working knowledge of:
 - Windows operating systems (10 and server 2012)
 - Networking principals
 - Client/server network topology
 - Basic User & Security Group Active Directory administration
 - Troubleshooting Outlook 2016 within a network environment (permissions, calendar sharing, delegation)



Benefits:

- Minimum £1500 annual professional training budget to support your PDP
- Perkbox membership – a benefit scheme that is designed to reward you for all your hard work and make life a little more affordable. It aims to ensure 'team happiness' and helps you to feel valued.
- Free chair massages - head, arms, shoulders and back
- Regular social activities such as a summer event (Pub in the Park <http://pubintheparkuk.com/>), Christmas event, Dragon boat racing <http://tag-events.com/portfolio/marlow-dragon-boat-festival/>, quiz nights, wine tasting, pub nights, family events, BBQs and so much more
- Unlimited hot and cold refreshments throughout the day
- Monthly Fat/Fit Fridays!
- Award winning culture <http://www.greatplacetowork.co.uk/best-workplaces/best-workplaces-in-the-uk>
- <https://www.youtube.com/watch?v=9uFyWObg9zc&feature=youtu.be>
- 6 monthly 'Engage' survey to assess staff Happiness levels
- Complimentary fruit & snacks
- 25 days holiday – increasing to 26 days after 1 year, to 27 days after 2 years and to 28 days after 5 years
- Quarterly and annual star performer awards – voted for by your peers and colleagues
- Spot Awards – Monthly rewards based on nominations by your peers and colleagues
- Quarterly company meetings with associated social/team building events
- Workplace pension scheme
- No arduous annual appraisal process – your line manager will hold a 1 to 1 with you quarterly, as a minimum, to review and realign your objectives and your PDP as appropriate
- Free on-site parking, subject to availability
- Long service recognition at 5, 10, 15, 20 years and onwards....