

JOB DESCRIPTION



Job details	Job title: Technical Support Analysts / Specialists L1 - 3 Vacancies in Dallas USA and Reading UK
Job Description	Reporting to: Technical Support Manager Working within a global technical support function, you are to work on supporting customers with application issues and manage and monitor tickets through their life cycle. Doing so will involve working closely with other areas in the technical function, including senior technical support, infrastructure and development to ensure the best possible outcomes for our clients. The successful candidate for this role will have a strong command of the company's customer service policies, be well-trained in product knowledge and have a grasp of technologies used in the business, ensuring accurate assistance to customers.

Key Accountabilities Support

- Support business provided application and the administration of the learning and development platform.
- Identifying, gathering and validating customer needs, answering incoming requests with a high level of professionalism, establishing a positive rapport with each customer, and acting as an ambassador for ActiveOps
- Identify the correct SLA for each customer ticket and monitor resolution progress to ensure that the SLA is met for each ticket, following up with ticket assignees (who may be in other teams) where necessary, and ensure that the customer or user is kept fully updated throughout its lifecycle.
- When required, identify the correct resolution group for each customer ticket and ensure that clear and concise information is recorded on the individual ticket to assist swift resolution.
- Maintain integrity of/ support clients using a ticket management tool (online and phone)
- Gather diagnostic information for analysis, setup test environments for customer issues
- Troubleshoot software issues at application and O/S level
- Troubleshoot network and applications to identify and correct malfunctions and other operational difficulties
- Be sufficiently expert in the data in the system to identify when something isn't right; identify how to fix it and/or identify the root cause of why it ended up wrong.
- Provide support to systems users on a variety of issues with internal and external applications
- Working closely with team to provide technical solutions when required

Clients

- Working closely with Customer Services, Technical Support, Level 3 Technical Support and other teams
- Service and support our global, 24/7 customer base

Company

- Ensure our Information Security Management System is adhered to within your areas of responsibility, including awareness of and compliance with applicable local, national and regional laws across all our regions.

Experience

Knowledge and Experience (essential)

- Prior experience of a customer services environment, preferably in a B2B technology environment
- Outstanding oral and written communication skills
- Self-motivated with a willingness to learn and adapt to any new change or situation
- Process driven with the ability to be innovative
- Able to digest data, analyses issues, communicate and coordinate the team for successful outcomes
- Excellent Inter-personal skills; ability to communicate with customers at all levels
- Must be able and willing to work occasional weekends, early mornings or evenings or shifts

Knowledge and Experience (desirable)

- 1+ years of relevant work experience
- Knowledge of various databases, MySQL, SQL Server, Oracle, Postgres
- Knowledge of Windows browsers and JavaScript
- Knowledge of Linux administration (command line sysadmin functions)
- Knowledge of Windows systems and architectures
- Knowledge of Microsoft Office applications

Attitude

Competencies

People:

- Customer Focus
- Effective Communication – written and verbal
- Team Player/Contributor

Judgment:

- Problem Solving
- Initiative
- Willingness to learn

Outcomes:

- Discipline, Attention to Detail, Stretch
- Accountability
- Innovation

Drive:

- Learning & Self Development
- Adaptability
- Focus
- Can do attitude