Job Description



JOB TITLE: Support Analyst

GRADE: 4

REPORTING TO:

LOCATION:

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

Responsibility for the first and second line technical support of internal and external corporate users. Undertake call logging, analysis, diagnosis and resolution of Incidents. Provision of Service Requests, Changes and IT Security functions throughout a range of Technology Service matters, including standard business and bespoke applications. Ensure all work undertaken is managed within the designated Call logging system (Ivanti) in accordance with the agreed customer service levels and working toward ITIL and ISO27001 compliance. Provide excellent communication and customer service experience to provide a first class interaction.

**KEY RESPONSIBILITIES:**

* Act as part of a wider support team to become a single point of contact providing first and second line technical support via Phone, Email, Portal, On-Site and Remote mediums
* Receiving, logging and managing of enquiries via the Call logging system (Ivanti) including first line resolution
* Participating and implementing of bespoke and standard application upgrades
* General maintenance support tasks including Antivirus compliance, Security patching, Image build & update and various IT Security functions including user & security group Active Directory administration
* Administration of a Windows and Thin Client estate
* Understand and adhere to individual and team SLA / KPI targets, ensuring escalations are made to prevent failures
* Build strong relationships throughout all levels of customer engagement and ensure the customer has a clear understanding of the path to resolution when advice is given ensuring we do what we say
* Ensure that the escalation process is adhered to in order to swiftly alert line management of critical issues
* Participation in On-Call & Out-of-hours support as needed
* Ensure that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Carry out other reasonable tasks as required by line management

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* MCDST certification or equivalent would be preferable, however demonstrated ability would be acceptable
* An understanding of ITIL is essential, a qualification would be preferable
* Excellent knowledge, understanding and experience of common computing principles and technologies - e.g. PC’s, Printers, Networking, Microsoft, Citrix, Active Directory, Sophos Antivirus and DLP. You should have excellent problem solving and interpersonal skills, capable of working to deadlines, high level of attention to detail, and have a keen desire to learn and progress
* Strong knowledge of Microsoft based operating systems with emphasis on Windows 10 with Office 2016/365 exposure
* Previous experience working within an end user Service Desk or call centre setting within an IT support or application support environment
* User & Security Group Active Directory administration experience
* Experience managing major incidents including business expectations and communications
* Experience with Ivanti ISM and EPM is desirable
* Excellent customer service skills, with a good telephone manner and interpersonal skills
* Strong written and verbal communication skills evidenced with an industry standard English qualification

**KEY PERSONAL DESIRABLES:**

* Driving & Delivering Results – self-motivated and able to plan, manage and control the delivery of goals and objectives through the line
* Planning & Organising – well-organised with demonstrated ability to manage complexity and multiple interdependent goals and objectives
* Effective Communication Skills – able to communicate clearly and creatively, and to motivate others to achieve shared goals and objectives
* Initiative & Change – self-starter taking action without being prompted. Ability to react to change positively and use initiative to identify areas where change is necessary
* Team player – strong team player contributing to overall goals and objectives and working effectively with others. Not boundary or silo-oriented

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Daste: …………………………………………………………………………………