



[NAME]

Primary Duties & Responsibilities

The Support Analyst Apprentice will be part of the Operations Department and report to the Client Support Manager.

Responsible for:

- Frontline response to requests for Support from Clients via email and telephone
- Logging/ escalating Support Requests
- Supporting Client Support Manager & Client Account Directors

The Support Analyst Apprentice will need to develop and maintain a detailed working knowledge of all m2i software products and services. This is a full time role based at the office.

Job Title

Support Analyst

Requirements

- Positive, enthusiastic person with good communication skills (written and verbal)
- Methodical, organised and able to document their work
- Literate and numerate with good IT skills
- Quick learner who is comfortable working in a small team
- Someone who gets stuck in and has ambition to progress
- Client/Customer Focused

Duties & Responsibilities

Client Support

- Providing support (via telephone and email) to clients on our products and services.
- Properly recording and resolving customer support calls (where possible).
- Creating and maintaining data collection templates.
- Managing users and mobile device registrations (setting up logons, security permissions etc.).
- Developing and maintaining product support documentation.
- Obtaining regular feedback from Clients

measure2improve

JOB DESCRIPTION

Support Analyst Apprentice

[NAME]

Testing

- System testing of new software releases prior to implementation.
- Testing of new customer databases prior to delivery.

Pro-Active Support

- Assist clients on getting the most benefit from our products and services.
- Understanding client requirements and establishing how they are using our software to improve usage of our products and services.

Websites & Social Media

- Designing and maintaining website content using our products.

Business Improvement

- Support a culture of continuous improvement throughout the organisation
- Comply with our ISO processes, procedures and documentation