



Job Title: Application Support Analyst

Location: Pilot Point, Belfast

Responsible to: Helpdesk Team Lead / Manager

Main Purpose of Job

Totalmobile Ltd develop mobile working solutions for a wide range of markets in the Local Government, Healthcare, Industry and Private Sectors. Our product is designed to improve efficiencies, reduce costs and increase productivity. It is multi-platform and native on all major devices and platforms including iOS, Windows and Android.

The Helpdesk provides remote support to our Customer base in their daily usage of the Totalmobile suite of products. The Application Support Analyst will work within one of our Helpdesk Teams and provide first, second and third line support as required.

The role would suit an analytical thinking, motivated individual with a positive attitude, who has excellent written and verbal communication skills and strong computer skills. The successful candidate will be enthusiastic, client focused and pride themselves on attention to detail.

Main tasks of Job

- Applying excellent telephone, interpersonal and communication skills as appropriate to discuss the issue with the Customer (via telephone or email) to ensure that the problem or query is clearly defined, understood and recorded.
- Quickly and accurately logging all Customer queries and requests on our Incident Management system (Cherwell Service Management). This will include queries logged with us by telephone, email or online using our self-service system and carry out all relevant administration activities associated with the role.
- Applying a high level of Technical and Application knowledge to diagnose and resolve customer problems/queries. Remote access is available to the Customer's servers and infrastructure and tools like SQL Management Studio, Profiler and other appropriate tools will be used to interrogate the system, diagnose and resolve the problem.
- Analysis of relevant application data, table relationships and data integrity to ensure prompt responses to customer queries.
- Monitoring and maintenance of Windows Services and website performance using IIS.
- Maintenance of the customer database regarding all relevant customer system information ensuring all is captured and maintained accurately.
- Maintenance of accurate and thorough incident-handling records for knowledge base purposes.
- Liaison and communication with other Totalmobile teams e.g. Sales, Development, Services etc as appropriate in order to continuously improve our development and delivery products and processes.
- Completion of all relevant records and statistics required for customer reports and internal management reports.

- Provision of onsite assistance when deemed appropriate by Helpdesk Manager.
- Listen to Customers concerns and escalate where appropriate.
- Working effectively using own initiative and by drawing on the resources of the team to handle multiple, often conflicting, priorities to ensure that high levels of customer satisfaction are delivered at all times.

Employee Specification

Essential

- Educated to A Level or equivalent
- ECDL (European Computer Driving Licence) or equivalent
- Previous experience of Microsoft SQL Database query and management tools
- Previous experience of Customer Service / Support / Helpdesk in an application support environment (Min 1 year)
- Fluent in English
- Excellent interpersonal and communication skills including ability to explain technical issues in layman's terms. Includes both oral and written communication skills
- Professional telephone manner
- Ability to learn, understand and support new applications
- Ability to multi-task
- Self-motivated, results focused, able to work on own initiative and as part of a busy team
- Strong analytical & problem-solving skills
- Planning and organisational abilities
- Ability to work quickly and accurately
- Genuine interest in computer software applications
- Knowledge of mobile working technologies

Desirable

- Knowledge of database management and structure
- Accounting Qualification e.g. Accounting Technician or equivalent
- Experience of working in an Accounts environment:
 - * Debtors invoicing
 - * Online sales
 - * Creditors
 - * BACS
 - * Payroll
 - * Purchase ordering
- Previous experience of Account's processes and procedures e.g. month ends and period ends
- Microsoft Qualifications (MTA/MCSA)
- Previous experience working with Internet Information Services, ASP.NET, XML
- Previous experience of extracting reports from a SQL database using tools like Crystal Reports or Microsoft Reporting Services
- Ability to learn new technologies quickly

Circumstances

The role requires working to a rota which alternates on a weekly basis. (currently 8am – 4:30pm and 9:30am – 6pm but subject to ongoing business needs)

Applicants must be flexible and willing to work additional hours if necessary.

Available to work evening shifts as required by business needs.

A full, clean driving licence is desirable but not essential.

To apply please email a cover letter outlining how you meet the criteria for the role and supporting CV to humanresources@totalmobile.co.uk with “Account Support Analyst” in the subject line of your email to arrive no later than 5pm Friday 10th March 2017.

An Equal Opportunity Employer