

Job Description

Job title	<i>Client Support Analyst</i>
Team	<i>Helpdesk</i>
No of levels/ listing of levels	<i>Trainee, Analyst, Senior, Principle</i>

Position Level	Trainee
Reports to	<i>Helpdesk Team Leader</i>
No of direct reports	<i>N/A</i>

Position Mission:

- Confidently respond to incoming telephone enquiries, log and deal with appropriately. Escalate any enquiries that need further investigation in accordance with Helpdesk Escalation Procedure
- Monitor, log and respond to incoming queries via email
- Investigate low priority issues and escalate in accordance with Helpdesk procedures
- Ongoing self-development in the use of Computers In Personnel products
- Provide regular feedback to clients regarding outstanding calls
- Provide assistance with Helpdesk administrative tasks
- Provide assistance to the Senior and Principal Client Support Analysts when requested
- Assist in maintaining the client backup library in accordance with the sensitivity of the data
- Adhere to Helpdesk procedures and processes

Essential Functions Accountabilities:

- Be the first point of contacts for Clients.
- Monitor the Helpdesk email folders and log enquiries
- Process incoming client backups and maintaining the backup library in accordance with the sensitivity of the data
- Issue and collate the Helpdesk client feedback forms.
- Assist in the preparation of monthly statistics and management reports
- Work alongside Client Support Analysts in the resolution of Helpdesk enquiries
- To provide a professional and competent service at all times
- To have built up good working relationship with colleagues and clients
- To build and maintain sufficient knowledge of Computers In Personnel products, services and company philosophy as the role demands

Experience, Skills and Attributes

Description	Essential/Desirable ?	Trainable?
Excellent communication skills	Essential	
Good understanding of Microsoft core products	Essential	
A thorough knowledge of Computers In Personnel Products		Yes
To be self-motivated and capable of working without supervision	Essential	
A broad understanding of human resource issues	Desirable	
The ability to remain calm under pressure and prioritise workload	Essential	
A proven track record of problem solving skills.	Desirable	
Database development experience	Desirable	Yes
Ability to take ownership of problems	Essential	
Excellent Mentoring Skills	Desirable	

Position Level	Analyst
Reports to	<i>Helpdesk Team Leader</i>
No of direct reports	<i>0</i>

The **Client Support Analyst** role encompasses the entire standard Trainee Client Support Analyst role, with the additional items listed here.

Position Mission:

- Respond to and resolve incoming Helpdesk enquiries in the use of the standard product including the use of simple method language (Compel For Windows products) and simple SQL scripts (Ciphr products) for the investigation of issues.
- Investigate outstanding Help Desk calls according to priority and service levels
- Ongoing self-development in the use of Computers In Personnel product range
- Gain knowledge and understanding of the network environments that are used by our clients
- Provide assistance to the Senior Help Desk Analysts when requested
- Adhere to Helpdesk procedures and processes
- Confidently respond to incoming Helpdesk enquiries, log and deal with appropriately, escalate any enquiries that need further investigation according to the Helpdesk Escalation Procedure
- To be able to respond to network / hardware related queries from clients and work with Computers In Personnel Technical Support to ensure that a satisfactory resolution is found
- Assist in maintaining the client backup library in accordance with the sensitivity of the data
- To provide a professional and competent service at all times
- To have built up good working relationship with colleagues and clients
- To build and maintain sufficient knowledge of Computers In Personnel products, services and company philosophy as the role demands
- To provide a professional level of service at all times

Position Level	Senior
Reports to	<i>Helpdesk Team Leader</i>
No of direct reports	<i>0</i>

The **Senior Client Support Analyst** role encompasses the entire standard Client Support Analyst role, with the additional items listed here.

- Manage the 'Call Queues' to ensure that enquiries are responded to according to the service levels
- Provide support to Client Support Analysts and Trainee Client Support Analysts.
- Assist with documentation of Helpdesk procedures and processes.
- Monitor daily workload and allocate resources accordingly
- Ensure Helpdesk procedures are being followed
- Investigate and complete work requested by clients who request customisation help under the Computers In Personnel offsite assistance option.
- To assist with the development of Trainee Client Support Analysts and Client Support Analysts.
- To respond to network/hardware related queries.
- To divorce revenue opportunities from standard support work, in order to only support clients to their level of training. (This will result in the identification of opportunities.)
- Build and maintain a knowledge base in respect of Computers in Personnel systems and related products.
- Liaise with Computers In Personnel suppliers on behalf of the clients or consultants to resolve technical issues.
- To assist with the production with the Help Desk Statistical and Monitoring Reports.
- To provide a professional service at all times, ability to delegate responsibilities and take ownership of escalated calls when necessary.
- To build and maintain sufficient knowledge of Computers In Personnel products, services and company philosophy as the role demands.
- To have an excellent working relationship with colleagues and clients.

Position Level	Principal
Reports to	<i>Helpdesk Team Leader</i>
No of direct reports	<i>0</i>

The **Principal Client Support Analyst** role encompasses the entire standard Client Support Analyst role and Senior Client Support Analyst role, with the additional items listed here.

- Functional, day-to-day running of a Helpdesk Line (1st or 2nd)
- Coaching/Mentoring of named Helpdesk team members
- Become product 'expert' on named CIP Products
- Respond to and resolve incoming Helpdesk enquiries in the use of the standard product when required, according to workload of 'line' in question.
- Provide ongoing support to Client Support Analysts and Trainee Client Support Analysts.
- Assist with documentation and ownership of specific Helpdesk procedures and processes.
- Manage escalations between Lines by working with other Line PCSA and HTL.
- Provide product expertise for named products in the CIP range, as agreed with HDTL
- To be a role model for other analysts in the team.