

## POSITION DETAILS

<b>Role Title</b>	Support Analyst
<b>Department</b>	Precise Products
<b>Section</b>	Services and Support
<b>Direct Report</b>	Precise Products Services & Support Manager
<b>Date</b>	30 <sup>th</sup> September 2019

## OVERVIEW OF ROLE

The primary objective for the **Support Analyst** is to provide 1st and 2nd level support for the software solutions deployed and developed by Precis, demonstrating excellent Customer service and delivering high levels of product and technical support to Customers, Partners and internal resources.

To achieve this objective the **Support Analyst** has the following high-level responsibilities:

- Logging support requests.
- Analysing support requests.
- Progressing/Escalating support requests.
- Resolving support requests.

## RESPONSIBILITIES

The **Support Analyst** has the following responsibilities:

### PRODUCT SUPPORT

- Provide 1st and 2nd level product support to users within agreed service delivery timeframes.
- Follow call management processes efficiently, effectively and accurately.
- Report and monitor support requests in accordance with the agreed escalation procedures.
- Ensure support requests are completed to agreed customer requirements.
- Assist with the development and enhancement of departmental standards, procedures and guidelines.
- Identify and raise service improvement initiatives to management for discussion.

### ADMINISTRATION

- Enter Time & Expenses for time worked or consumed as leave.

## GENERAL

- Participate in approved training considered relevant to the role.
- Follow Precise Policies and Procedures.
- Adhere to the Precise Code of Conduct.
- Proactively identify new business opportunities.
- Contribute to the continuous improvement of the organisation by identifying opportunities for improvement and making constructive suggestions for change.
- Other duties as required.

## KEY PERFORMANCE INDICATORS (KPI'S)

<b>Strategic Imperatives</b> <i>The strategic imperative your objective aligns to.</i>	<b>Objective</b> <i>The key objectives that will drive your performance achievement.</i>	<b>Measures &amp; Targets</b> <i>The qualitative or quantitative measures and targets which determine your success, and by when?</i>
Build Affordable Products and Services	Certification	Successfully achieving a minimum of 1 certification annually.
Build Agile processes and systems	Contribution to Support Knowledgebase	At least 4 approved articles and solutions measured annually.
Customer Satisfaction	Customer satisfaction	NPS Score of 80. To be measured monthly, quarterly and annually.
Build Agile processes and systems	Successful delivery of Support	90% of cases to be closed in 5 business days. To be measured monthly, quarterly and annually.

## WORKING RELATIONSHIPS

The **Support Analyst** has the following working relationships with other roles in the organisation:

- Reports to the Precise Products Services & Support Manager.
- Communicates with the Support Coordinator in managing priorities and escalations.
- Liaise with Consulting and Development team on applicable matters.
- Liaises with representatives from third party Vendors when required.

CRITERIA - EXPERIENCE, SKILLS, QUALIFICATIONS AND COMPETENCIES

The **Support Analyst** should have the following experience, skills and qualifications:

Junior Analyst		
Support Analyst		
Senior Support Analyst		
<ul style="list-style-type: none"> <li>○ Clear and concise documentation skills.</li> <li>○ Well-developed communication and problem-solving skills.</li> <li>○ General IT knowledge, SQL skills desirable but not essential.</li> <li>○ IT Cert III or IV desirable.</li> <li>○ Experience with Web Based products, Distribution or POS systems desirable but not essential.</li> </ul>	<ul style="list-style-type: none"> <li>○ Minimum 6 months application support experience.</li> <li>○ Business, IT or Science/IT tertiary qualifications highly regarded.</li> <li>○ ITIL certification an advantage.</li> <li>○ Intermediate SQL skills - able to write select queries with table joins including updates and deletions.</li> <li>○ Able to use SQL Profiler as part of investigations.</li> <li>○ An understanding of SQL replication and basic troubleshooting.</li> <li>○ Intermediate understanding of software integration.</li> <li>○ Some ERP Certification desirable but not essential.</li> <li>○ Able to work with Developers, QA and Consultants to bring support cases to a successful resolution.</li> </ul>	<ul style="list-style-type: none"> <li>○ Minimum 2-3 years support experience.</li> <li>○ Advanced SQL skills - able to write advanced SQL queries, table creation, insertions, SQL Triggers, SQL jobs and Stored Procedures.</li> <li>○ Advanced understanding of replication topologies, trouble shooting and deployment of publications and subscriptions.</li> <li>○ Advanced understanding of software integration and troubleshooting.</li> <li>○ Ability to work independently to most case resolutions unless product development required to fix a bug.</li> <li>○ ERP Certification in key areas of Integration for end to end processing.</li> <li>○ Technical ability to install, upgrade, patch and configure all products.</li> </ul>

PERSONAL QUALITIES

The **Support Analyst** role would suit a person who possesses the following qualities:

- Good interpersonal skills.
- Strong multi-tasking skills.
- Ability to work unsupervised.
- Maintain a level of fitness for an office environment which includes using stairs.
- Work safely and not ignore hazards.