**Time4Advice - Who are we and who are we looking for?**

Do you have a passion for helping people? And a desire to solve problems and learn new skills?

Time4Advice is an established, leading Microsoft Partner providing software and services for the Financial Services sector using Microsoft Dynamics 365. Held in high regard by Microsoft UK, we are rated one of their leading business partners in this fast-paced, exciting growth area.

You won’t need to be an IT expert – we’ll give you all the training you need – but you will need these qualities:

* **A Self-starter** – By taking the initiative and ‘owning’ issues raised by customers while also learning, developing and growing yourself as an individual in the business
* **Team player** – You are positive and happy and enjoy working in a ‘family’ environment, which is respectful to colleagues and to agreed processes
* **Have integrity** – when dealing with colleagues and customers you are always honest and do what you say you will. You have the courage to deliver bad news and to say no when it’s appropriate
* **Client-centric** – You are able to empathise with customers and put yourself in their shoes, being sensitive to not only their level of experience but also to how important their query is in their day to day activities.

**What will I be doing at Time4Advice?**

As a **First Line Support Analyst** Working in our head office in central Norwich, your duties will include:

* Taking calls to help our customers as first point of contact
* Replying to and sending emails all while remaining client-centric
* Identifying, managing and escalating tickets to second line colleagues
* Reporting and tracking faults through our helpdesk ticketing system
* Keeping customers up to date and managing expectations at all times

**What previous experience do I need to work at Time4Advice?**

* Strong telephone and email correspondence skills
* Strong ability to proactively identify and resolve issues
* Effective time management skills
* The ability to multi-task
* Ability to be flexible/adapt to change and work in a fast-paced environment
* Demonstrate a sense of urgency and willingness to provide exceptional customer service
* High degree of initiative, accuracy, efficiency, and attention to detail
* Client-centric approach to your daily role
* Driven self-starter who is eager to self-learn and progress within the company

**What are the hours?**

* Full time hours are 37.5 per week, 9.00 - 5.30 weekdays
* Occasional out of hours work may be required

We are a highly skilled market leading team, so you'll need to provide top-notch customer service and be ready to go the extra mile for our customers.

If you fit the bill, then we want to hear from you - please get your CV over to recruitment@time4advice.co.uk