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

Have you got a passion for helping people? 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 **Second Line Support Analyst** working in our head office in central Norwich, your duties will include:

* Providing software support to customers via telephone/email/remote support
* Diagnosing customer’s problems
* Reporting and tracking faults through our ticketing system
* Assisting project teams in defining software functionality
* Adhering to all Time4Advice Support standards, processes and procedures
* Documenting and maintaining specific practices and standards, as required
* Providing online training through our flexible and cost effective pre-paid credit scheme.

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

* Customer service experience
* Financial services background and a working knowledge of financial services software \*\* preferable \*\*
* Demonstrated ability to work independently, with a willingness to learn necessary job functions in order to assist the entire team
* Ability to juggle multiple priorities while maintaining a positive attitude under stressful circumstances
* Ability to maintain confidentiality when dealing with proprietary information
* Strong ability to proactively identify and resolve issues
* Effective time management skills
* Ability to be flexible/adapt to change and work in a fast-paced environment

**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