**User Support Analyst – Job Description**

Time4Advice is an established, leading Microsoft Partner providing software and services for the financial services sector using Microsoft Dynamics CRM 2011. Held in high regard by Microsoft UK, we are rated one of their leading business partners in this fast-paced, exciting growth area.

**Job Title:** User Support Analyst

**Location:** Office [Norwich]

**Core House:** 9am – 5.30pm Mon – Fri

**Holidays:** 25 days

**Reports to**: Support Team Leader

**Salary:** £20,000 to £22,500

**The Role**

* Provide first line software support to customers via telephone/email/remote support
* Diagnose customer’s problems
* Report and track faults through our Helpdesk system
* Keeping customers up to date at all times
* Assist project teams in defining software functionality
* Adhere to all Time4Advice Support standards, processes and procedures
* Document or maintain specific practices and standards, as required
* To provide online training through our flexible and cost effective pre-paid credit scheme.

**Required Skills and Experience**

* Customer service experience
* Financial services background and working knowledge of alternative financial services software \*\* preferable \*\*
* Strong telephone and email correspondence skills
* 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
* Good time management skills
* Ability to be flexible/adapt to change and work in a fast-paced environment
* Demonstrated sense of urgency and willingness to provide exceptional customer service
* High degree of initiative, accuracy, efficiency, and attention to detail

This is not an exhaustive list and you are required to be flexible in your approach to carrying out your duties that may change from time to time to reflect changes in the Company’s circumstances. The Company therefore reserves the right to vary the job description in consultation with you.

Email us: recruitment@time4advice.co.uk