

Job Profile Form

1. Job Title	Support Analyst (S3)
2. Functional Area	Support Centre
3. Country	UK
4. Location	Dunstable Support Centre
5. Reports to (Title)	Shaun Mook (Solutions Support Manager)
6. (Job Titles of) Direct Reports, if applicable	N/A
7. Interaction With (Name of Specific Internal Groups)	Technical Support, Solutions Integration, Development and Solutions Management.
8. Interaction With (Name of Specific External Groups)	Customers, 3 rd Party companies and suppliers.

9. Main Purpose of Role (Overview of Job Functions and Responsibilities)	
1.	To carry out in depth investigations and 'fixes' on incidents passed to the 3 rd line support team.
2.	To respond to customers within agreed timescales ensuring full and concise details are recorded and either documented for future 1 st / 2 nd line use, or pass to development with a completed bug recreation form.
3.	To escalate incidents immediately to the designated 'Escalation Points' when appropriate providing a full and concise record of the incident and the reasons for escalation.
4.	To identify opportunities for improvement in Torex systems and procedures, escalating to your line manager.
5.	To act at all times in a highly professional manners in dealings with Customers, Third Party companies and colleagues.
6.	To provide internal training and coaching to the support teams and grow product knowledge.

10. Essential Skills	
1.	Strong Problem Solving Skills
2.	High level of Windows/XP OS Knowledge
3.	Detailed use and upgrade/fixing of PC Hardware Knowledge
4.	Previous Customer Service Experience
5.	Strong verbal and written interpersonal skills
6.	Any other duties that may be required to fulfil the needs of the role

**11. Person Specification
(Minimum Requirements and Skills)**

Attributes	Essential	Desirable
Qualifications	A level or equivalent.	Foreign Languages
Experience	PC Hardware / software support Windows and SQL Server.	PC Hardware / software support in an EPOS environment.
General Intelligence	High level of analytical intelligence. Self motivated with a passion to resolving issues.	
Special Aptitudes and Skills	Logical approach to problem analysis. Social person who interacts well.	HTML/Java experience.
Work Interests	IT and Computers.	
Disposition	Flexible with strong interpersonal skills and patient. Self motivated and reliant with high commitment.	
Circumstances	The role is office Monday to Friday 9am to 5.30pm. An 'On call' rota 1 week in 4 is in place up to 00.30pm as part of this role.	

Expectations

12. Short-term Expectations (From 2 weeks Onwards)

- To accept and deal with escalated incidents (phone or web logged) from 2nd line analysts.
- To carry out investigations into more complex incidents.
- To ensure daily reports re Hosting environments and processes are checked and corrective action taken where appropriate.
- Grow relationships within internal Torex departments.

13. Medium-term Expectations (Within 2 Months)

- Update the Knowledge Base system with identified fixes to issues and queries
- To have a good understanding and understand the hardware/software of the Torex strategic products.
- Work with team members to identify reoccurring issues with products and highlight these to the development teams using agreed processes.
- To provide internal training and coaching to the support teams.
- To identify opportunities for improvement in Torex systems and procedures.

14. Long-term Expectations (6 Months and over)

- To be dealing with the majority of incidents logged with third line with assistance from development.
- To contribute and input into the knowledge base to grow the first time fix rates of the support centre through knowledge sharing.
- To have an excellent knowledge and understanding of the software solutions that is Torex strategic products.
- Carry out trend analysis to identify consistent issues which would if addressed drive down call volumes.
- To manage software upgrade processes to Torex customers as per agreed roll out plans.