

Job Description

Role: 2nd Line Customer Support Analyst

Reporting To: Customer Support Manager

Location: Reading, UK

Workbooks Online Limited is looking to recruit a bright and enthusiastic 2nd line customer support analyst to join our team. This is a rare opportunity to join a UK headquartered start-up offering competitive salaries and stock options for the right people.

You will be responsible for ensuring our customers receive high quality customer support and maximise the value they derive from our “cloud” solutions. Day to day activities will include answering customers support enquiries, managing support cases and working with our development and operations teams to improve the quality of our customer services and our products.

Responsibilities:

- To provide 2nd line support to the 1st Line Support Analysts on the support desk.
- To answer emails and telephone calls in a professional, friendly and helpful manner.
- Log customer enquires in the Workbooks case management system.
- To manage customer expectations to ensure all cases are dealt with promptly, ensuring customers expectations are met and where possible exceeded.
- To understand customer issues and troubleshoot their problems.
- To manage the escalation process and work with other parts of the organisation to ensure customer issues are resolved.
- To build good working relationships with customers and other members of the Workbooks team.
- To be professional and conduct yourself with integrity at all times.
- To configure working demos for prospects based on requirements specified by the Sales team.
- To manage the provision and maintenance of help documentation for both customers and Workbooks staff in a scalable way to assist users in being as self-sufficient as possible with our products.
- Liaising with product management and the engineering teams to ensure that customers' support requirements are met, their requests for product enhancements are logged and, where necessary, escalated.
- To build good working relationships with customers and other members of the Workbooks team.
- To be professional and conduct yourself with integrity at all times.

Experience and Skills:

Candidates should be able to demonstrate directly relevant experience including:

- 1st or Upper 2nd class honours degree in Mathematics or Science, Computer Science or Business Management
- Strong A level/GCSE or equivalent results e.g. 2AB at A level, 9 A*,A,B at GCSE level
- Technically competent
- Experience in a Customer Support role (ideally at least 1 year in an IT related environment)
- Experience of CRM and Business Application deployments.
- Experience of a major CRM system such as Salesforce.com, Netsuite, Microsoft Dynamics or SAP Business by Design.
- Experience with relationship databases.
- Presentation skills
- Proven track record in patience, politeness, tact and diplomacy, when dealing with difficult situations
- A good telephone manner with the ability to produce well-written English.
- A willingness to learn new skills and 'go the extra mile'
- Good interpersonal skills and a team player
- Ability to work with stakeholders from different departments
- A strong ability to convey technical information to non-technical customers.
- Attention to detail and a high standard of work
- The ability to understand customer questions, prioritise issues, troubleshoot their problems and provide clear advice verbally and in writing
- Problem solving, task prioritisation, communication, administration and organisation skills are a key requirement
- The ability to run projects, hit deadlines and communicate effectively with customers.
- The ability to listen to customer requirements, ask intelligent questions and professionally challenge assumptions in order to establish key requirements.