

## Job Description

### Technical Support Analyst Ref: S2-193

<b>Job Title:</b>	Technical Support Analyst
<b>Department:</b>	Software2 Americas Inc, Client Services
<b>Location:</b>	Toringdon Way, Charlotte, NC 28277 Flexible home and office working is available during Coronavirus restrictions.
<b>Travel:</b>	Occasional travel will be required for internal training and company events, including the opportunity to visit our UK head office (when conditions allow).
<b>Directly responsible to:</b>	Marcus Paul, Senior Implementation Consultant Phil Morgan, Chief Operations Officer
<b>Supervisory responsibility for:</b>	n/a
<b>Other Contacts</b>	
<b>Internal:</b>	All Software2 staff across the US, UK and Europe.
<b>External:</b>	Software2 global customers and partners. Software vendors.
<b>Role Description:</b>	<p>Working as part of a global team, this post-holder will be responsible for delivering technical support and product upgrades to our growing customer base across the US, Canada and Europe.</p> <p>Responding to customer tickets as part of our Client Services team, assisting in knowledge capture and transfer, and supporting all aspects of Software2 solutions. This includes AppsAnywhere, Cloudpaging and Parallels RAS, as well as assisting customers with connections to other systems; including SQL databases, Active Directory, SAML, SSL certificates and load balancing.</p> <p>The key focus of this role is to ensure client satisfaction through the delivery of excellent ongoing support via support tickets and follow-up calls.</p> <p>The post-holder will also support the wider team by ensuring up-to-date documentation, sharing ideas, and by collaborating with account managers, sales and marketing teams when needed.</p>
<b>Major Duties:</b>	<ol style="list-style-type: none"> <li>1. Customer Support <ol style="list-style-type: none"> <li>a. Respond to support tickets raised by customers to the Software2 support desk, maintaining the highest possible levels of customer service.</li> <li>b. Identify workarounds for reported issues and communicate to customers, ensuring accurate information is recorded in the ticketing system.</li> <li>c. Instigate and perform appropriate investigations to identify the root cause of reported problems, and to find resolutions - working with colleagues, vendors and external suppliers as required.</li> <li>d. Resolve customer tickets, ensuring customer success and satisfaction.</li> <li>e. Write and update documentation and knowledgebase articles, ensuring that information is shared for the benefit of all customers.</li> </ol> </li> <li>2. Software Packaging <ol style="list-style-type: none"> <li>a. Learn to package Windows applications using Numecent Cloudpaging Studio, for successful deployment to users via AppsAnywhere and Cloudpaging technologies.</li> <li>b. Write PowerShell or batch scripts to perform actions as part of application deployments, such as software license activation, adding of Windows Firewall exceptions or application of file system permissions.</li> </ol> </li> </ol>

- c. Support customers and colleagues with the troubleshooting and optimization of Cloudpaged applications.
3. Customer Upgrades
  - a. Install and upgrade Software2 solutions on customer servers, in accordance with client expectations and all internal procedures.
  - b. Ensure client satisfaction and retention through the timely delivery and support of customer upgrades and by providing excellent communications throughout.
  - c. Maintain accurate records and documentation at all times.
4. Communications and Teamwork
  - a. Working as part of our global team, help to ensure the success of Software2 Client Services, and to share knowledge and ideas across the company.
  - b. Collaborate with Software2 sales and marketing teams, for example, to assist with technical questions and to identify exemplary customer case studies.
  - c. Assist with the implementation of new systems and processes to ensure that the company complies with relevant legislation and can meet its goals and responsibilities to all customers.
5. Maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, and the exercising of initiative to suggest through line managers improvements to the service.
6. Undertake training and personal development as required.
7. Support other activities that may become the responsibility of Client Services through evolution, growth or restructuring.
8. Carry out any duties as may be reasonably required by the Chief Operations Officer, or by the Company Board of Directors or their nominated representatives.

## Person Specification

### Technical Support Analyst

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Criteria	Essential/Desirable	Assessed By
Bachelor's degree in IT, Computing or a related subject. Completed within the last 5 years.	Essential	Application Form
A general understanding of software and IT systems used by students in a higher-ed context.	Essential	Supporting Statements
Experience and technical knowledge of Microsoft Windows operating systems including event logs, scheduled tasks, permissions and scripts.	Essential	Application Form Interview
Ability to configure server-based solutions – including basic networking and services.	Essential	Application Form Interview
Ability to work as part of a distributed team to provide excellent customer service, via a ticketing system, on the phone and via web conferencing.	Essential	Application Form Supporting Statements Interview
Excellent communication skills, both verbal and written, as well as face to face. Experience of writing KB solutions would be advantageous.	Essential	Application Form Supporting Statements Interview
Logical and systematic problem-solving skills, and the ability to work under your own initiative.	Essential	Supporting Statements Interview
Willingness to undertake continuing professional development.	Essential	Application Form Interview
Relevant IT vendor certifications or qualifications.	Desirable	Application Form
A general understanding of technologies such as SQL databases, Active Directory, load balancing and SSL certificates.	Desirable	Application Form Interview
Experience of application packaging with Cloudpacing Studio, or similar tools used for MSI packaging or creation of windows installers.	Desirable	Application Form Interview
Experience of Linux platforms such as CentOS, RedHat or Ubuntu.	Desirable	Application Form Interview

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** – applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.