Support Analyst

Overall Objectives

To provide a professional service to Partners and Customers with responsibility of offering advice on the installation, configuration and use of Pegasus products and if appropriate bespoke applications.

All Support Analysts will have a full understanding of the Pegasus Service Level Agreements in place and ensure that their obligations and targets are met.

If the Support Analyst is a member of a Service Level Agreement (SLA) team then the Support Analyst will work to ensure their Pegasus obligations and targets are satisfied in the day to day support provided.

Working as part of the team, the Support Analyst will have contact with Pegasus staff, Partners and as appropriate Developers and Customers. A key requirement will be to provide thorough investigation and analysis on all incidents and to put forward ideas for improving the service offered.

High quality customer care skills must be demonstrated at all times. When dealing with incidents the Support Analyst must ensure that all internal and external parties are kept up to date. A professional manner, the ability to prioritise workload and work under pressure is essential.

Main Responsibilities and Abilities of the Support Analyst

1. To become fully accredited in the product(s) for which the Support Analyst is responsible for providing support.
2. Act as an effective team player, showing appreciation to the needs of your colleagues.
3. Operate within a structured and routinely supervised environment.
4. Provide effective product and technical support to Partners and where appropriate Developers and Customers.
5. Adhere to the Pegasus obligations stipulated in the Partner SLA and ensure that all escalation points are met on owned incidents.
6. Perform and complete all aspects of support transactions (telephone calls, web incidents, voicemails, call backs, letters, e-mails etc) to ensure the successful resolution of issues, providing workarounds when appropriate.
7. Record and update all incidents on the appropriate incident logging system.
8. Investigate, verify and report defects and enhancements in accordance with company procedures.
9. Provide appropriate information for inclusion on the Knowledge Base and other databases.
10. Assist Services colleagues as required.
11. Gain understanding of new software before it is commercially available.
12. Provide a rational and organised approach to tasks set in a positive and professional manner.
13. Provide a systematic, disciplined and analytical approach to problem solving.

14. Have an appreciation of the wider field of Pegasus products, services and internal systems outside of the Services team.
15. Absorb new technical information rapidly when it is systematically presented and apply it effectively.
16. Plan, schedule and monitor own Incident Logging System Workload List highlighting any areas of concern to a Team Leader.
17. For procedural, operational or escalated incident queries the Support Analyst should direct these to the Senior Support Analyst in the first instance.
18. For high impact or personnel issues or concerns the Support Analyst should direct these to a Support Team Leader.
19. Flexibility in assisting the department to ensure that overall departmental quality of service is achieved.

Skills and Experience:

The successful candidate must be able to demonstrate the majority of the following;
1. Previous experience of IT support.
2. Basic understanding of PC hardware set-up and configuration.
3. An understanding of accounts.
4. Knowledge of network environments, Servers and Microsoft Operating Systems.
5. Proven ability to deliver quality work on time.
6. Excellent telephone manner.
7. Good problem-solving skills.
8. Ability to communicate at all organisational levels and to take ownership of problems/project tasks.
9. A basic understanding Microsoft SQL Server

If you would like to apply for this position please email your CV to
Sachin.ganatra@pegasus.co.uk.