

Application Support Analyst (1st Line)

Office Location: **Milton Keynes**

Employment Type: **Full time**

Work Location: **Office/Hybrid**

Department: **Support**

We are open to flexible working

Compensation: **£18k to £25k + bonus**

Reporting to: **Support Manager**

Application process

Contact Lyndsey Brigdale, Team Lead

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About Kinetic

We are the UK's leading supplier of event management and student accommodation software to the higher education sector. Our team of 75 people work out of our Milton Keynes (HQ) and Ludlow offices in the UK and from our US office, generating annual revenues of around £10m; we're growing at around 15% per annum. We're owned by Constellation Software Inc., one of the largest software groups in the world, providing fantastic opportunities for benchmarking, sharing best practice and learning.

Kinetic proudly supports 84% of UK and Irish universities, 60 universities in North America, as well as unique venues such as Lords Cricket Ground and the Merlin Group with our deep and powerful software offering. The culture at Kinetic is one of passion, drive and fun where everyone pulls together to deliver an outstanding customer experience, growth and profit.

We support personal development and build on individual strengths, providing options for career progression across our business.

Summary

Our support team is passionate about what we do, with a genuine care and attention to detail that runs throughout our company and everything we do.

You will be the voice of the business providing 1st line support for our products, dealing with our fantastic customers day to day, so you must be confident talking with different users and ensuring they feel happy with each outcome.

There's lots to learn and dive into from the get go. You will deal with a variety of issues; from your simple password resets to your more investigative issues, giving you the chance to look under the covers and learn more and more about our products.

Responsibilities

- Resolve logged calls to pre-agreed internal or client SLA
- Manage client support requirements in priority order
- Timely and appropriate escalation of calls to relevant expertise
- On-going maintenance of accurate and detailed client records on Support System to ensure all other Kx users understand actions, decisions and communication
- Flag potential failures against SLAs in a timely fashion to enable escalation
- Accurately log email support requests onto Kx Support System
- Timely and accurate communication with Account Managers and Project managers to ensure they understand client status or risks
- Timely and accurate communication to Account Managers when client support calls are re-allocated back to them
- Timely, accurate and appropriate communication with Clients to ensure they are kept informed of actions being taken
- Escalation of client issues before Kx reputation becomes at risk

Driving licence

Not required.

Product and market knowledge

No prior Kinetic product, nor market knowledge required. We'll help you build your capabilities.

Technical skills and capabilities

- Good understanding of basic IT infrastructure terms and concepts.
- Basic knowledge of relational databases.
- Experience of Microsoft SQL Server.

Personal skills

These are some of the personal skills that will be useful in this role:

- Active Listening
 - Asking questions
 - Note-taking
 - Punctuality
- Communication
 - Verbal/Non-verbal communication
 - Written communication
- Customer Service
 - Active listening
 - Empathy
 - Interpersonal skills
 - Reliability
- Problem-Solving
 - Attention to detail
 - Collaboration
 - Communication
 - Patience
 - Research
- Time Management
 - Focus
 - Organisation
 - Prioritisation
- Transferable Skills
 - Teamwork

Benefits

In return you will benefit from:

- Being part of an exciting team & working within a thrilling industry
- Performance bonus scheme
- 25 days holiday annually and public holidays in addition
- Company contribution to pension
- Excellent training and support with natural potential to develop further
- A company portal of staff benefits, which is customisable by you including private health care, life assurance, personal development, cinema tickets, wide range of discounts at retailers and much more!

Kinetic provides excellent working environments at its offices, including kitchens with free tea, coffee and refreshments. Our social committee organises activities and events. All staff have access to a flexible benefits package.



Other information

You will need to provide

- proof that you have the right to work in the UK
- a reference
- a DBS check