

# Application Support Analyst (1<sup>st</sup> Line)

**Location:** Milton Keynes

**Working:** Office based

**Reporting to:** Application Support Team Leader

**Employment Type:** Permanent, Full-time

**Department:** Support

**Salary:** £23-27K + Bonus

**Driving Licence:** Not required

**Contact:** Nathan Pearce (Application Support Team Leader)

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## About Kinetic

At Kinetic, we are more than just a software company, we represent a movement.

As global leaders in student accommodation, event management, room management and catering management solutions, we are at the forefront of transforming the higher education sector.

Our pledge is to connect, inspire and elevate every experience.

From our UK headquarters we support leading universities and colleges globally, embarking on a mission to forge a brighter future for students in higher education.

Our journey is aligned with a remarkable +20% organic growth, which we believe is testament to our relentless pursuit of excellence and innovation.

We are proud to be dominant in the sector, with an outstanding 85% market share, another clear indicator of our unparalleled influence and the trust which institutions, our customers, place in us.

## Summary

Our support team are passionate about, and have a genuine care for our clients, with great care and attention to detail that runs throughout our company and in everything we do.

You will be the voice at the heart of the business, providing 1<sup>st</sup> line support for our products, dealing with our fantastic clients day-to-day. This means you must be confident when talking with different end users, ensuring that they are left happy with any solution provided.

There is a lot to learn and dive into and you will be dealing with a wide range and variety of issues in this role. This will often vary from simple password resets to much more in-depth investigation depending upon the issue, giving you the opportunity to look under the hood and learn more about our products than may be required or expected of a typical 1<sup>st</sup> line role.

## Responsibilities

- Resolve logged calls according to agreed internal/client SLA
- Manage client support requirements in order of priority
- Ensure timely and appropriate escalation of tickets to relevant teams
- Contribute to keeping client records accurate and up-to-date
- Flag and escalate potential SLA failures in a timely manner
- Accurately log incoming email support requests onto the support system
- Communicate with Project and Account Managers to ensure awareness of risks
- Provide timely, accurate and appropriate communication with clients
- Ensure clients are kept updated on status of their tickets

## Technical Skills

- Good understanding of basic IT infrastructure terms and concepts
- Knowledge and basic understanding of relational databases
- Experience with Microsoft SQL Server
- Basic SQL query writing and understanding
- HTML/CSS Knowledge
- Good problem solving skills
- Documentation writing skills

## Personal Skills

Personal skills which will be useful for someone in this role:

- Active listening skills
  - Asking relevant questions
  - Good note taking
- Communication Skills
  - Verbal and non-verbal communication
  - Written communication
- Customer service skills
  - Active listening
  - Interpersonal skills
  - Ability to show empathy
  - Reliable and punctual
- Problem solving skills
  - Good attention to detail
  - Able to work collaboratively
  - Communicate well
  - Patience and understanding
  - Ability to carry out relevant research
- Time management skills
  - Ability to focus
  - Good organisation
  - Ability to prioritise effectively

## Benefits

In return for the above you will benefit from:

- Being a part of a close, friendly team
- Working within an exciting industry
- Performance based bonus scheme
- 25 Days holiday allowance (annually) plus public holidays
- Company contribution to pension
- Excellent training and continued support
- Potential to develop further (whether in support or elsewhere)
- Company portal of staff benefits, customisable by you and including private health care, life assurance, personal development, cinema tickets, a wide range of retailer discounts and much more