



## Position Description

<b>Job title:</b>	Support Analyst
<b>Reports to:</b>	Team Leader
<b>Positions reporting to this role:</b>	None

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## Purpose of the position

To act as the initial point of contact for established clients' day to day issues with using Class products

## Duties and Responsibilities

The day to day Duties and Responsibilities of the Position are as follows:

- Provide software application support and problem resolution for users of Class within Service Level Agreements.
- Answer and log support enquiries received via phone, email, and other channels, in a timely manner.
- Troubleshoot, analyse and identify software-related issues, and propose solutions.
- Liaise with senior support staff to resolve unusual and complex support requests, escalating issues to the Team Leader and Service Support Manager.
- Provide exceptional customer experience and maintain customer relationships around effective use of Class.
- Assist with the development of Knowledge Base articles, help documentation, and other training materials for new and existing features and/or processes.
- Assist with analysis and requirements specification of new features of Class.
- Be up to date with the features of Class and how it is applied in typical business processes through internal and external training, ad-hoc testing, documentation and other resources.
- Raise system issues, enhancement requests, and provide product perceptions back to the Team Leader, Service Support Manager and relevant stakeholders.
- Review support requests and customer feedback periodically with Team Leader and/or Service Support Manager to identify and act on opportunities for improvement.
- Provide ongoing support to Class internal stakeholders, when required.

## Key Performance Indicators

Colleague satisfaction as assessed by your manager, peers and associated project and support staff – note this assessment may be performed either informally by interview or formally via survey subject to the applicable management processes in place at that time. The assessment will include:



- How effectively you execute the above responsibilities (includes pro-activeness, responsiveness and thoroughness)
- How professionally you interact and communicate with your colleagues (and clients if applicable)

## **Academic & trades qualifications**

No specific qualifications required but a formal degree\certificate qualification in Accounting or Information Technology very highly regarded.

## **Work Experience and Skills**

### **Essential**

- Ability to work in a fast-paced environment.
- Excellent written and oral communication skills
- Ability to listen and ask probing questions to understand customer concerns
- Ability to troubleshoot issues and determine resolutions to complex issues and then communicate those resolutions to clients, team members, other staff members and other stakeholders

### **Desirable**

- Experience in working in an accounting firm
- Knowledge of Australian Superannuation legislation and practice
- Past experience in working in a Help desk environment

## **Personal qualities & behavioural traits**

- Ability to work to deadlines
- Ability to share knowledge & work in a team-oriented environment

## **Conditions**

- Monthly salary commensurate with industry knowledge, experience and skills
- 38 hour working week with some degree of flexibility in starting and finishing times
- Location based in the Sydney central business district
- Potential profit share after a qualifying period subject to individual and Business KPI's being met
- Availability to work some public holidays and weekends.