

## Job title

Support Analyst and Scrum Master

## Location

Kings Hill (Kent), near West Malling

## Department

Client Support Team (CST)

## Who are RDT?

RDT is a focused and successful agile software company. It has been working in the UK insurance market for over 20 years and in this time has been delivering highly innovative software and consulting solutions. RDT prides itself on being a disruptive force in the insurance market and has been at the forefront of many of the pivotal technology innovations. This is still true today as we continue to build industry changing products in our singular quest to Redefine Tomorrow. To find out more about us and what we do click here [www.rdt.co.uk](http://www.rdt.co.uk).

## The Support Analyst & Scrum Master role at RDT

You will be responsible for providing support and task management to the busy Customer Services Team. Managing customer demands and deadlines, resource allocation and recording and report management.

## What you'll be doing

### **You will have the following responsibilities:**

- Handling the weekly/fortnightly/monthly client update calls as appropriate - Taking minutes and actions where required
- Running the morning meeting (KanBan stand-up) as required
- Managing the updating of all Change Requests to the internal system (Gemini) and to SharePoint spreadsheets
- Managing the flow of work and allocation of tasks to team members
- Creating and monitoring statistics showing progress (from time issue raised to resolution) in accordance with Customer Service Level Agreements
- Managing the CAB (Change Advisory Board) process
  - issuing items for consideration prior to the meeting
  - Chairing the sessions
- Creating action points and managing
- Daily reporting of all and any immediate Gemini report issues to key personnel and managing process through to resolution

- Running monthly defect Report, both for customers and a consolidated management report for Client Services Director
- Produce and manage monthly client reporting
- Client liaison and co-ordination on software release timetables
- Ensure all work by the team is correctly and promptly accounted for with relevant information recorded on time recording system
- Liaison on time recording with Finance for client costing purposes
- Keep Client “pro-formas” up to date (e.g. versions, number of users) on SharePoint
- By maintaining good knowledge of workload and current issues provide support to the CST Manager, by being able to solve issues and answer queries in his absence

## What we need from you

### **Qualifications & Experience:**

- Qualified to degree level (preferably IT or Business orientation)

### **Essential Skills:**

- Demonstrated knowledge and experience of the insurance industry
- Proven experience and/or genuine interest in the IT sector
- Strong communicator both verbally and in written form
- Demonstrated interest in Agile environment
- Ability to manage multiple tasks with challenging deadlines

## What's in it for you?

You will have the opportunity to help shape the direction and approach of CST within RDT. You will work with a strong team delivering high quality software products in a fast paced environment. You will be working with sharp and innovative people who are dedicated, driven and more than happy to share their knowledge with you. You will be expected to be the best you can be and will be encouraged and supported to achieve this.

## Apply now

If you'd like to apply for this role, please click on 'apply for this job' and upload your application. Alternatively please email your CV to [HR@rdt.co.uk](mailto:HR@rdt.co.uk).