

Job title

1st \ 2nd Line Associate Support Analyst (Full Time)

Location

Kings Hill

Department

Managed Service (Infrastructure / Client Services team)

Who are RDT?

RDT is a focused and successful agile software company. It has been working in the UK insurance market for over 20 year 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 pivotal technology innovations. This is still true today, as we continue to build industry changing products in our singular quest to *ReDefine Tomorrow*.

The 1st / 2nd Line Associate Support Analyst role at RDT

This is an important, customer facing and key position, within the team. The primary role will be delivering support to RDT Managed Service clients.

This is a role within a small team, but with a large outlook on all aspects in the area of technical support, from logging and triaging initial call tickets, to providing in-depth product and technical support.

What we expect from you

You will have the following responsibilities:

- Be able to work in a multifunction 1st / 2nd line support team, to deliver customer focused support
- First point of contact for incoming and new support call tickets for Managed Service Clients
- Initial triage and prioritisation of new support call tickets for Managed Service Clients
- General day to day call management of Managed Service Clients open call tickets, ensuring any related SLA's are noted and met
- Following Standard Operating Procedures in order to deliver consistent delivery of support
- Identifying and recommending any improvements to existing support procedures in order to deliver efficiencies or improvements
- Provide proactive services and monitoring
- Deliver 1st \ 2nd line support actions, fixes, solutions or resolutions (RDT Products, and General IT)
- Escalate to management level when necessary in a timely and efficient manner
- Ensure clients and internal RDT teams are kept informed as required

- As required, work closely with external providers to ensure any support requirements are delivered to assist in call resolution
- Reporting progress to your line Manager and good communication with other RDT staff and departments

Essential & Desirable skills

Core Skills:

- Strong focus on customer support, customer service and service delivery
- Call ticket ownership and management understanding and sound understanding of ITIL methodologies and processes
- Confident with Microsoft Windows operating systems and desktop applications.
- You have a passion for technology, an appetite to learn and a “can-do” attitude.
- You are methodical with an eye for detail and quality.
- You take ownership and responsibility and have the confidence to challenge. You are always mindful of improvement, identifying and reducing waste and ensuring strategic objectives are being fulfilled.

Desirable Skills:

These are **not essential to the role** but is a definite plus if the candidate has any experience of the following:

- Microsoft Azure
- Citrix presentation methodologies
- ITIL Foundation qualification
- General understanding of computer networks
- You are Microsoft Certified.
- You have insurance experience.
- You have an understanding of agile
- Knowledge of all aspects the Software Development Lifecycle.
- You have some experience with SQL Server
- You have some knowledge in PowerShell scripting, .Net code and of C# development

What's in it for you?

You will have the opportunity to work in a multifunction team, building and delivering a service support offering for new and existing clients. You will work with a strong team in delivering high end customer oriented support. Within RDT, 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 would 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.