

## JOB DESCRIPTION

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**Job Title:** Product Support Analyst

**Department:** Technology

**Reporting to:** Product Support Team Lead

### **The Department**

Technology is a diverse fast paced environment, responsibilities range from designing, building and deploying new tools all the way through to the support and upgrade of each product. Our product portfolio is continually growing and include systems for Customer Service, Marketing, CRM, Data, Brand Website Development, Web Analytics and their supporting frameworks. Our online B2C gaming operations is one of the largest in the world and to support our teams we have adopted both Agile and ITIL methodologies which help us deliver our products to the highest standards at all times.

### **Purpose of Job**

Product Support Analyst will provide 2<sup>nd</sup> line support of our bespoke applications. The analyst will evaluate issues that are raised with the Product Support team and determine the impact of each issue to the business. They will resolve issues in a timely manner, keeping the customer informed at all times. Should they need to escalate, they will work closely with 3<sup>rd</sup> line teams as is necessary.

They will provide training to users of our internally developed applications, communicating and optimising business understanding of each product.

### **Key Responsibilities & Accountabilities**

The Product Support Analyst position will involve the following areas of responsibility:

- Take ownership of customer issues reported
- Troubleshoot and identify solutions to help resolve customer issues
- Interpret needs of the business by working with stakeholders
- Deliver training and ticket based support
- Ensure detailed recording and all tickets are closed in a timely manner
- Prepare accurate reports
- Work with IT Operations and Development teams to communicate updates of our products, systems and processes
- An in depth understanding of the software and equipment our customers/employees are using
- Able to work both independently and within a team.

*This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.*

### **Essential Criteria:**

- Experience using an ITSM ticketing system in order to manage all incidents and requests.
- Experience of managing queries, escalating and communicating within agreed SLAs.
- Experience of providing 2nd line application support to internal customers
- Experience of delivering training to internal customers through a variety of mediums
- Experience liaising with 3<sup>rd</sup> party support vendors

**Desirable Criteria:**

- Managing stakeholders and developing relationships
- Evidence of an analytical approach to incident management
- Familiarity with ITIL Application Support and experience of implementing Continual Service Improvements

**Person Specification:**

- Takes ownership of their work
- Strong interpersonal skills with the ability to communicate effectively at all levels
- Logical methodical approach to unstructured technical issues
- Enthusiastic about understanding and solving problems
- Attention to detail
- Patient and calm under pressure