

ParentPay created the market for online payments for schools and have grown successfully to become the market leading service provider to over 11,000 schools and academies and more than 200 local authorities in the UK.

We offer a range of flexible tools that allow schools to save time and money and enable over 3 million parents across the UK to have control and confidence when dealing with school payment matters for their children.

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title** | Service Desk Analyst |  |  |
| **Department** | Customer Support | **Location** | Coventry |
| **Reports To** | Service Desk Manager | **Direct Reports** | None |

|  |
| --- |
| **Summary and Main Purpose:** |
| * As a Service Desk Analyst, you will be the first point of contact for all customers regarding software related issues.
* Requests will come through to the service desk via phone and email so it is important that you possess excellent written and oral communication skills and can deliver high levels of customer service at all times.
* Ensuring that all enquiries are logged on to the Zendesk application so that all tickets can be effectively tracked and managed.
* You will be expected to provide first line support whilst working within agreed SLA's.
* Responsible for the efficient and timely escalation of issues and keeping customers informed of progress and/or resolution
* Identify opportunities to improve the service provided to our customer base, so that SLA’s are exceeded and customer satisfaction is consistently high.
* Provide assistance to colleagues both within and outside of the service desk team for any issues related to support and training.
* Ensure that at all times the company is represented as professional, courteous and helpful.
 |

|  |
| --- |
| **Key Accountabilities:** |
| * Provide 1st Line Support to all customers (both internal and external) via telephone and email giving assistance with our application.
* Ensure that all support requests are recorded accurately and professionally on the Zendesk system so that all tickets can be effectively tracked and managed.
* Ensure any issues which require further investigation are escalated to the Group Leader in a timely manner and clearly documented descriptions of the fault are provided, thus ensuring that a swift resolution can be found.
* Follow up with other support staff involved in resolution to ensure incidents are resolved, requests are filled, and the customer communication is complete.
* Increasing the number of first time fixes by information sharing and documentation of issues on the staff knowledge base.
* Take responsibility for ensuring that customers are kept fully updated at all times on the progress and resolution of issues that they have logged.
* Build strong relationships through problem understanding, timely resolution or escalation, communicating promptly on progress, creating a positive customer experience at all times
* Keep abreast of software developments and ensure any gaps in knowledge are addressed.
* Attend internal and external training courses relevant to company products, as required.
* Follow all standard processes and procedures and implement any changes to working practices as requested to do so.
* Some overtime may be required.
 |

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Key Requirements:** | **Essential** | **Desirable** |
| **Qualifications:** |
| Educated to GCSE Level (or eqv) in English, Grade C or above. | **🗸** |  |
|  |  |  |
| **Experience:** |
| 1st Line / Customer Support query resolution. | **🗸** |  |
| Ability to analyse information and provide query resolution. | **🗸** |  |
| Demonstrable experience of raising tickets and point of escalation. | **🗸** |  |
| Taking ownership of issues. | **🗸** |  |
| Working within a call centre environment. |  | **🗸** |
| Able to work in a timely and professional manner with fluctuating volumes of work. | **🗸** |  |
| **Skills and Knowledge:** |
| Must have an analytical approach to problem solving. | **🗸** |  |
| Can demonstrate excellent communication skills both verbal and written. | **🗸** |  |
| Able to build a professional rapport with our customer base and internal departments | **🗸** |  |
| Can communicate technical issues to a non-technical customer. | **🗸** |  |
| Must be self-motivated and able to work without direct supervision, taking responsibility for completing assigned tasks to the required deadlines.The ability to work under pressure and prioritise workload effectively | **🗸****🗸** |  |

# **In Return**

You will be joining a successful fintech software company with unlimited opportunities for growth.

ParentPay offer competitive salaries and a comprehensive benefits package, including:

* 25 days annual leave plus statutory public holidays
* Company matched auto enrol pension scheme\*
* Group life insurance at 4 x annual salary\*
* Option to join the company private health scheme\*
* Cycle to work scheme
* Free car parking on site and easy access to main motorway network within 2 miles of the office
* Flexible working hours

\* Terms and conditions apply.