



Support Desk Analyst (Apprentice)

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1 Job Description

Team: Support Desk within Customer Operations Function

Location: Hybrid: Office & Home based

1.1 Role Profile (The purpose of the role)

Provide expert assistance and a high level of customer focused support. Support Cirrus' customers and partners through the triage, analysis and resolution of issues across our voice and omni products. Where possible you will delight our partners and customers by offering a '1st call resolution' and where not possible using a combination of phone and email communication to keep customers engaged and informed.

1.2 The Scope of The Role

Direct Reports: This Role has no Direct Reports

Reports to: Support Desk Manager

1.3 Responsibilities of the Role

- Monitoring and administering the inbound email ticket traffic.
- Primary answering route for inbound customer and partner calls.
- Making initial contact on new tickets direct to customers to ensure a resolution plan/action in place as soon as possible and well within fault SLA.
- Ownership and progression of tickets, delivering 1st call / 1st time fixes for routine/basic issues.
- Managing the lifecycle of ticket in accordance with SLAs.
- Ensuring the majority of customer/partner responses and contact are by voice, using email when voice is impractical or an unavailable option.
- Engaging Supplier on any ticket requiring their involvement and providing the required FAQ/Script information.
- Maintaining excellent knowledge of both the organisation's core and peripheral products and services to support all customer/ partner needs.
- Keeps notes on all actions completed per ticket clearly logged in Salesforce.

1.4 Success Measures (What success looks like in this role)

- Active and measurable contribution to the meeting of team KPIs.
- Consistently resolves issues within customer and partner SLAs.
- Customer focussed resolution of tickets, maintaining high customer satisfaction.
- Maintains outbound call to email ratio for tickets of 70% calls to 30% emails per day (TBC).
- Ensuring the most appropriate choice is made to progress any issue quickly.
- Continuously updates FAQ/knowledgebase with latest learnings.

1.5 Experience

- At least 1 year in a support desk role would be advantageous but not essential.
- Relatable and demonstrable experience in helping people solve problems.
- An excellent customer facing verbal skillset.
- Some experience in the IT and/or Telecoms industry would be advantageous.

1.6 Skills

- IT proficient in core Microsoft 365 products.
- A systematic approach to dealing with customer's issues.
- Strong communication skills and the ability to "think on your feet".
- Confident in asking customers, partners and colleagues enough questions to resolve the issue within 'one call'.
- Excellent time management and organisational skills – commitment to work to tight deadlines coupled with the drive to work on several incidents/service tickets.

1.7 Qualifications and Requirements

- There are no qualification requirements for this role.
- Native or fluent spoken and written English is essential for the role.
- Previous use of Salesforce would be advantageous.

1.8 Security Protocol

- As part of this role, you may be required to go through enhanced background checks. It will be essential for you to cooperate fully with the application process to obtain future DBS and BPSS, or other enhanced background checks as required.
- The Company is required by law and other regulations to comply with data protection and confidentiality and best practice information security governance.

- It is therefore your responsibility to maintain Company and client confidentiality at all times. You must not disclose any secrets or other information of a confidential nature relating to the Company or its business, or in respect of any obligation of confidence which the company owes to any third party, during or after your employment except in the proper course of employment or as required by law.
- It is your responsibility to understand our Information Security Policy in full and to implement any further developments as required.

It is your responsibility to observe and be compliant with all additional regulations in the Employee Handbook.