



CUSTOMER SUPPORT ANALYST

Location: Nottingham Office

Reporting to: Customer Support Team Lead

THE COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications. The Platform is a SaaS offering which is built and certified on the Microsoft Dynamics platform.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

What's important to us

Customer Success: We put our customers and their success at the heart of everything we do

Time: We make good use of our time, make time for others, deliver on time, all of the time

Quality: We are experts and the best at what we do. We consistently deliver high quality outcomes

Together: We create opportunities together, find solutions together and win together

Positive: We have a positive attitude and believe in the possible

SUMMARY

We are looking for an enthusiastic, flexible, and dynamic support analyst to provide best-in-industry support of Peppermint's products and ensure the customer experience is nothing short of excellent.

It will include ensuring that our products are providing the maximum benefit to our customers by answering their questions and solving their problems and ensuring that they are getting the best value out of the product as possible. It will involve front-line working with customers, guiding them through their day-to-day use of the product. This role will focus on **1st line support** by way of logging, initial triaging and investigation of technical support cases with opportunity to move to 2nd line over time.

This role will require the support analyst to provide application support of the Peppermint CX product to both our Cloud and On-premise customers along with the supporting applications stack; MS Dynamics CRM 2011/16 and SharePoint 2010.

Some knowledge and practical experience of SQL would be beneficial.



Some prior experience of legal applications and/or supporting software used within a legal services environment would be an advantage as well as an innate aptitude for technology and software solutions.

Personally, you will be a disciplined and logical thinker with excellent analytical and problem-solving skills, and capable of working in a high-output, sometimes-high-pressure environment. You will have outstanding organisational, communication, and inter-personal skills with a keen eye on the detail, but also able to see the big picture. You will need to be very pro-active, adaptable, and results driven, as well as a team player who can work under pressure, use your own initiative and motivation to meet deadlines.

The role is within an award-winning company that offers an unrivalled working environment and the chance to work with new and emerging technologies.

RESPONSIBILITIES AND DUTIES

As a member of the customer support team you will be responsible for:

- Representing Peppermint with a meaningful, professional and enthusiastic disposition
- Providing a first-class customer support service
- Contributing to continual process improvement in the customer support and other areas of the business as appropriate
- Analysing customer problems relating to the Peppermint Platform to arrive at the most appropriate answer.
- Answering and logging calls, emails, or other forms of contact from customers and helping to answer their questions or resolve their issues.
- Keeping accurate records of activities carried out when helping a customer
- Reporting defects and recording enhancement requests raised by customers, ensuring they are accurately described and properly researched before passing to development / product management

KEY RELATIONSHIPS

- Peppermint Customers
- Customer Support Team
- Customer Success Team
- Service Delivery Managers
- Development/Test team
- Tier 3 Support



EXPERIENCE

As a well-rounded Support Analyst, your Skills and Experiences are likely to include:

- around 2 years' experience of providing front-line customer support
- experience of supporting IT applications
- experience in investigating and resolving service incidents, requests and problems, both technical and functional, and tracking progress in an ITSM system.
- experience of service delivery working to agreed SLAs in an ITIL environment; Change, Release, Problem and Incident management and Service Transition processes.
- CRM 2011/2016 and SharePoint experience advantageous but not essential
- experience of finance principles, processes and systems beneficial but not essential
- experience in legal software market desirable but not essential

COMPETENCIES

We are looking for someone who can:

- communicate clearly and effectively with customers
- explain technical issues in layman's terms where necessary
- communicate effectively with stakeholders at all business and technical levels
- analyse problems, breaking them down into component parts and resolve them logically
- grasp technical concepts and new product functionality quickly
think laterally and, where necessary, think around problems and issues
- understand how to help our customers who may themselves be under pressure
- work within a team
- show strong and proven interpersonal skills
- demonstrate excellent written and spoken English

CONTACT

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