**Client Support Analyst**

**Marlow**

**The Role**

We’re searching for customer support analysts who will provide exceptional customer service and support to our customers in our In-house technical service desk team.

In this role you will be responsible for customer retention ensuring maximised high levels of customer satisfaction and delivering customer service that adds value to the customer experience. You’ll also support the Service Delivery Manager in meeting SLA’s whilst driving quality of service.

Ideal candidates will have a high degree of both verbal and written communication and demonstrable experience in a customer service or customer support role, with the ability to grasp and master software products quickly and effectively.  Full training on the technical aspects of the role will be provided.

**Role Requirements**

·         Articulate with excellent communication skills

·         Excellent time management and prioritisation skills

·         Effective problem-solving ability

·         Good literacy, numeracy and IT skills

·         Good knowledge of Microsoft Office products (Word, Excel and Outlook)

·         Calm under pressure and able to effectively prioritise workload

·         Good team player

·         Is self -motivated with a positive attitude and takes ownership of own development and progression