

## JOB DESCRIPTION

### APPLICATION SUPPORT ANALYST

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#### ABOUT US

Originally developed for a Top 100 Contractor, we have served the Construction Industry for over 20 years. The insights and experiences gained are available to all sectors of the Construction Industry, within the task specific modules of EasyBuild's comprehensive Enterprise Resource Planning ("ERP") solution.

Based on leading technology from Microsoft and Oracle and available on EasyBuild Cloud. EasyBuild Mobile enables field-based data capture for Timesheet, Goods Received and Requisitions.

EasyBuild has grown and evolved in recent years and the technology and business applications continue to grow through our continuous investment.

#### SUMMARY

As Application Support Analyst you will provide support across all our business users for our main ERP system as well as our mobile applications.

You will be the first point of contact for our customers and will troubleshoot, provide advice and guidance to users to help find solutions so our customers get the best out of our systems and applications.

You will provide professional support when dealing with our customers, ensuring that queries are resolved efficiently, effectively and within the departments service level commitment.

The department consists of a small team of Support Analysts, dealing with incoming customer queries via our customer portal, email and telephone, Mon-Fri between 0830h – 1730h. The role is based on a fortnightly shift pattern of 0830h – 1700h or 0930h – 1800h.

#### PRINCIPAL RESPONSIBILITY

##### Key responsibilities

- Prioritise and liaise with end users on system issues
- Take ownership for resolving issues and communicate resolutions using the Service Desk functionality
- Monitor and report on system performance
- Manage customer licence updates
- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Communicating and coordinating with colleagues as necessary
- Weekly/monthly reporting providing updated statistics of incidents logged, resolved and closed
- Regular reviews of resolved tickets to ensure they are closed
- Communicate regularly amongst the team to knowledge share and report any potential major incidents and incident patterns and trends
- Regularly reviewing and updating our Support CRM system with correct information
- Regular housekeeping tasks such as updating knowledge base documentation and ensuring customers have upgraded to the latest version of the software
- Other ad-hoc duties as required

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#### SKILLS, EXPERIENCE & QUALIFICATIONS

##### Essential skills

- Minimum of 3 years' experience in a support/service desk role preferably software related
- Strong technical background
- Degree level, diploma or equivalent education preferred
- Proficiency in Microsoft Office applications particularly Excel
- Strong communication skills with the ability to engage at all levels
- Highly developed trouble shooting & problem-solving skills
- Good time management, highly accurate with good attention to detail

##### Desirable skills

- Experience working with SAP Crystal Reports
- Any accountancy, bookkeeping or construction sector knowledge is a plus
- Knowledge of relevant methodologies and how to use them
- Any previous working knowledge of databases and ERP software systems
- Self-starter who can work autonomously, can prioritise activities and keep cool under pressure

##### Competencies

- A highly IT-literate person, looking to get really involved and immersed in supporting the key systems and applications
- A good team player with a flexible approach, possessing a strong commitment to customer service excellence
- Excellent interpersonal skills when working collaboratively with other departments
- The ability to work under pressure, demonstrating drive and a positive approach to work

#### REPORTING

Department: Customer Services / Support

Location: Head Office

Reports to: Support Manager

*This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.*