

## Position Description

<b>Job title:</b>	Support Analyst
<b>Reports to:</b>	Support Manager
<b>Positions reporting to this role:</b>	None

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## Purpose of the position

To act as the initial point of contact for established clients' day to day issues with using Class products

## Duties and Responsibilities

The day to day Duties and Responsibilities of the Position are as follows:

- Provide application support and problem resolution for users of the Class Super administration system
- Assist with the development of help documentation and training material that instructs users on the functions and usage of the Class Super product
- Assist with analysis and requirements specification of new features of the Class Super application
- Field and resolve client inquiries
- Be up to date with the features of the Class Super software and how it is applied in typical business processes (Training will be provided)
- Respond to and follow-up support enquiries via phone, email and other channels.
- Maintain and develop customer relationships around effective use of the Class system
- Liaise with senior support staff to resolve unusual and complex support requests, escalating issues to the Support Manager if required
- Raise issues and system enhancement requests where the system is defective or could be improved
- Provide ongoing support to the Business Development Managers, Business Development Associates, Implementation Consultants and Transitions team members where required
- Feed product perceptions, emerging issues and requirements back to the Support Manager and Product Development Team
- Use Confluence and other tools to develop User Guide documentation for new and existing features and/or practices required to use the Class Super application and related tools



## **Key Performance Indicators**

Colleague satisfaction as assessed by your manager, peers and associated project and support staff – note this assessment may be performed either informally by interview or formally via survey subject to the applicable management processes in place at that time. The assessment will include:

- How effectively you execute the above responsibilities (includes pro-activeness, responsiveness and thoroughness)
- How professionally you interact and communicate with your colleagues (and clients if applicable)

## **Academic & trades qualifications**

No specific qualifications required but a formal degree qualifications in the area of Accounting or Information Technology very highly regarded

## **Work Experience and Skills**

### **Essential**

- Ability to work in a fast paced environment.
- Excellent written and oral communication skills

### **Desirable**

- Experience in accounting
- Knowledge of Australian Superannuation legislation and practice
- Past experience in working in a Help desk environment
- Exposure to the software development cycle using an Agile approach
- Knowledge of Excel, XML formatting

## **Personal qualities & behavioural traits**

- Ability to work to deadlines
- Ability to troubleshoot issues and determine resolutions to complex issues and then communicate those resolutions to clients, team members, other staff members and other stakeholders
- Ability to share knowledge & work in a team orientated environment



## Conditions

- Monthly salary commensurate with industry knowledge, experience and skills
- 38 hour working week with some degree of flexibility in starting and finishing times
- Location based in the Sydney central business district
- Potential profit share after a qualifying period subject to individual and Business KPI's being met