

## Job Description

# 2nd Line Support Analyst

We are looking to complete our team with a well-organized 2nd Line Technical Support Analyst. Reporting directly to the Service Desk Manager the key focus of this role is the provision of support for deployed solutions within Key IVR's product portfolio, dealing with both internal and external clients the candidate will be responsible for

- Reviewing all assigned support tickets daily
- Undertaking a full investigation and triage into the reported issue
- Applying the appropriate resolution for the issue where required with the tools and skills provided.
- Analysing common or repeat problems and creating plans for their resolution.
- Assisting the development teams with the deployment of changes
- Working within the team to continually improve processes and the delivery of support for Key IVR's clients.
- Working as a team to deliver the highest level of support to Key IVR's expanding client portfolio.

This role will require you to work in both a single and team environment and requires the ability to be able to multi-task, key to this role will be the ability to prioritize workloads and work to defined deadlines.

**Location:** Chisinau Office (MD)

**Reports to:** Enterprise CTO

**Working hours:** 3 shifts available within the core hours of 08:00 – 19:00

**Salary:** Negotiable based on experience

### Key Responsibilities:

#### General

- Investigating and triaging reported issues
- Production of internal and external client reporting when issues are identified.
- Assisting clients with support over the telephone
- Participate actively in the daily team standups
- Assisting with the documentation for solution releases
- Assisting with the updating of business processes
- Assisting with the releasing of solution updates
- Troubleshoot and resolve technical issues on MS Office, custom-built applications primarily on MS stack (C#, Active Directory, ASP.Net)

#### System Monitoring

- Assisting in the planning of scheduled and non-schedule maintenance works
- Proactive reviewing of system logs to identify future issues.
- Daily monitoring of key business services
  - External supplier file receipt and load
  - Windows Service operation
  - Scheduled Maintenance jobs
  - External client data export
  - System performance

#### System Support

- Daily management of assigned support tickets
- Triage and Investigating ticket issues.
- Resolution of ticket issues
- Conducting root cause analysis against reported faults
- Production of ideas for the resolution of common or recurring issues

#### Personal qualities:

- Strong communication skills with the ability to communicate at all business levels.

- Logical thought process for both investigation purposes and solution design
- Ability to manage time effectively to achieve the defined tasks within the deadlines set by the business.
- Ability to work under your own initiative.
- Ability to work to deadlines under pressure.
- Self-motivating
- Attention to detail.
- Confidence to question and challenge decisions
- Enthusiastic with a positive attitude
- Conscientious with an excellent attendance record
- Motivated through the delivery of a quality service
- Minimum English level Upper Intermediary (B2)

**Technical Skills (Essential):**

- 2 years or more experience working within a support environment.
- A good level of competence in querying SQL databases.
- A high level of competence in working with Microsoft Windows operating systems and Microsoft Office products.

**Technical Skills (Beneficial):**

- Experience working with Dynamics solution design and development
- ITIL Trained/Certified
- CompTIA A+ Trained/Certified

**We offer:**

- Competitive salary package
- Opportunity to work remotely and from the office located in the city center
- Opportunity to work in a multinational team with highly experienced professionals
- Lunches in the office
- Company events both social and professional
- Sports and professional development budget
- Additional health insurance

*Other benefits will be discussed during the interview.*

**How to Apply**

Send your application on <https://www.keyivr.com/careers/> or to [hr@keyivr.com](mailto:hr@keyivr.com)

We very much appreciate your interest in our vacancy, all candidate applications are personally reviewed. We are in a fast-growing stage that involves our team dedicating their time to a wide variety of projects. We express our apology in advance if you don't receive feedback as only the short-listed candidates may be contacted.