



The role

The Innovation Support Analyst role requires an approachable, logical person with the ability to identify, categorise and prioritise requests effectively. We're looking for somebody to strengthen the triage function in our department, a role that involves accepting requests for work into the area whilst staying aware of existing workload, managing demands and pressures, ensuring the client always stays well informed on what work has been asked for and what is being done.

You'll be supported by technical leads and managers enabling you to place requests in the relevant teams according to size and complexity, ensuring the work required is completed within the expected time frame. You'll be confident in managing your time and workload, able to understand business and technical workflows and able to provide insight into common or high impact support issues to support improvements and manage expectations.

The successful candidate will be a highly motivated self-starter, with bags of energy, and above all, will be a natural communicator.

This role will give the right candidate the opportunity to grow and develop, with freedom to make it your own.

Skills / Traits

- Good understanding of business process and workflow
- Good understanding of the bigger picture
- Calm under pressure
- Decision maker
- Well organised
- Process driven
- Project management ability
- Change management ability
- Excellent communicator (technical and non-technical)
- Time management
- Clear understanding of the agile development lifecycle process and terminology
- Comfortable seeking technical guidance where appropriate

Responsibilities

- Triage management for all support requests received to the Innovation department
- Identifying duplicate or similar requests and linking these to save duplicate effort
- Determine scope and area for tickets and monitor through to completion
- Customer understanding and customer feedback
- Prioritising requests based on business/customer requirements and resources
- Ensure SLAs for ticket response times and resolution times are met
- Liaise with business clients on requests to define requirements for requests
- Manage ticketing system and reporting dashboards
- Monitor and report on ticket satisfaction surveys
- Maintenance of the shared knowledge base

Knowledge / Experience

- Ability to understand business process and workflow
- Ability to prioritise effectively based on client demands and resource constraints
- Mediate between conflicting client priorities
- Agile development methodology understanding
- Knowledge of Team Foundation Server (beneficial)
- Knowledge of Freshservice (beneficial)

The Company

Best Companies is a workplace engagement specialist, helping our client's measure and improve employee engagement levels. Each year we research and produce the Best Companies to Work For lists, published in the Sunday Times. We have also developed our own nationally recognised Accreditation standard, awarded annually to organisations with exceptional levels of employee engagement.

At Best Companies we offer a fantastic opportunity for the right people to develop within a people-focused organisation. We fully support your career aims and will provide relevant training to help you be the best you can be.

Our offices are located between Chester and Wrexham and is easily commutable (by car) from the Wirral, North Wales and Cheshire.

Benefits

- Annual leave 25-30 days depending on length of service
- Sports and fitness allowance
- Private Health Insurance after 3 months
- Pension – after 3 months 3% of salary from company and 3% employee contribution.
- Life Insurance – after 3 months (4 times salary)
- Flexi-time
- Free car parking
- Free lunch