

Job Description

Role Title: CRM Support Analyst

Contract Type: Permanent

Hours: 35

Band: 6

Key Relationships:

IT Managers, Business Analysts, CRM Support Analyst, Wider team IT team, Data Strategy Programme Teams, Systems' Users, IT Systems Suppliers, Data Suppliers

Key focus of the role:

The Support Service desk is the central point of contact for all Information systems related incidents and service requests. Primary Systems include:

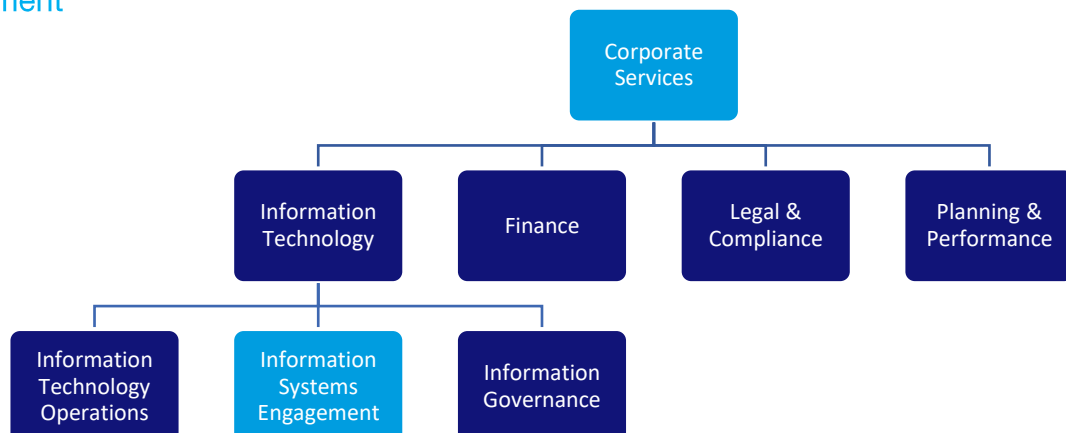
- careNG CRM and associated workflow tools (Task Manger, SRSS, Blender ETL etc..)
- d365 CRM
- Internal Customer management

The role of the CRM Support Analyst is to provide first line support for all internal IT customers. The Support Analysts are responsible for managing service requests through Diabetes UK's IT ticketing system, ensuring that service levels and targets are achieved as well as meeting customer satisfaction and continuous service delivery.

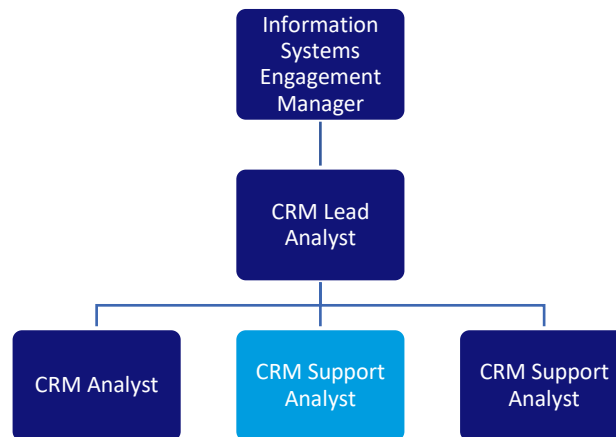
Directorate and team

This role sits in the [Information Systems Engagement Team](#) in the [Corporate Directorate](#)

Department



Role and reporting Line



All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- The key activities you'll undertake (**the What**) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (**the How**)

Key activities – What you need to do

Managing Resources

1. Lead on the creation, testing and ongoing management of agreed data loads within Blender and future import tools– work with internal stakeholders to develop agreed business rules
2. Maintain, monitor, and report on data loads to ensure any issues have been escalated and data is validated with suppliers
3. Support on the management of document repositories/libraries heading up a programme to improve current materials content and accessibility
4. Build various complex data loads to maximise and capture the businesses requirements

Improving Delivery

5. Manage first line of support queries from internal stakeholders within agreed SLA's. Taking remedial action to address issues in accordance with the prescribed processes. Escalate high priority tickets to IT Management team for review
6. Take ownership of user queries, understand root cause, and proactively group and resolve issues – document key learnings and ensure audit history is maintained through Service Desk technology (currently Redmine) in accordance with ITIL best practice. Ensure regular customer updates
7. Build various complex data loads to maximise and capture the businesses requirements

Managing & Developing Self

8. Create, maintain, and update system documentation relating to all user applications managed across the Information Systems' team accountability

9. Develop a suite of system training materials– undertake classroom and one to one training sessions on business-critical information systems. Report feedback and improvements that could be made to the service offered
10. Create reports and analyse trends to identify knowledge gaps

Collaborating with Colleagues

11. Ensure users experience consistently high levels of customer service
12. Escalate issues and bugs to the Product Manager or the supplier where necessary and follow up actions taken

How you need to do it (the How)

Skills

1. Demonstrate effective problem-solving skills
2. Deal with end users and ensure issues are addressed in a timely manner and customer expectations have been met
3. Demonstrate attention to detail during periods of high pressure
4. Able to follow processes without supervision

Knowledge

1. Develop and monitor use of new standards to improve technical and operational changes
2. Manage the adoption of new standards and processes to improve services
3. Manage change effectiveness, monitoring KPIs and assisting team to meet targets
4. Document and Communicate understanding of processes clearly – for both technical and non-technical teams

Experience

1. 1 year+ working experience in an Information Technology Support function
2. 1 year+ working experience in Customer facing roles
3. Demonstrable experience supporting of Technical Systems and Applications
4. Experience supporting non-technical colleagues with IT challenges and resolutions
5. Experience effectively prioritising workloads to deliver agreed outcomes

Behaviours

1. Demonstrate the ability to effectively work across teams to achieve results
2. Demonstrate an understanding of how own area of work relates to Diabetes UK strategic priorities.
3. Confidently effective Communications to both technical and non-technical staff and obtain feedback as part of our commitment to continual improvement
4. Build two-way network of Trust and Collaboration with key stakeholders

Qualifications/professional membership (if applicable):