

Schedule A – Position Description

Job Title:	Support Analyst
Positions This Position Reports To:	Support Manager
Positions Reporting to This Position:	None

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
- Perform testing support for functional, user acceptance and regression testing of new features and fixes included in new releases of the Class Super application
- 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 the analysis and requirements specification of new features of the Class Super application

Field and Resolve Client Enquiries

- 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 relationships customers around effective user of the class system
- Escalate issues to the Support Manager and liaise with senior support staff to resolve unusual and complex support requests
- Raise issues and system enhancement requests where the system is defective or could be improved
- Work with the development team to analyse issues and arrive at appropriate requirements for the client fix and/or enhancements requests.

Testing

- For each new feature or problem request develop and perform test cases to verify the correct functioning of the required feature.
- Develop regression test cases that test the correct functioning of a broad cross section of the applications features

- For each new release perform user acceptance testing on included features and regression testing of the release as a whole.

Support Sales and Transition Team Efforts

- Provide ongoing support to the Business Development Managers, Account Managers and Transition Management teams where required

Support Marketing and Product Development

- Feed product perceptions, emerging issues and requirements back to the Support Manager and Product Development Team

Help Documentation

- Use Confluence and other tools to develop the help documentation for new and existing features and/or practices required to use the Class Super application and related tools

User Training

- Assist with the development of training courses and training material for delivery to users

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)