

SERVICE DESK ANALYST APPRENTICE – LEVEL 3

Cirrus is a high growth technology business that specialises in contact centre software, providing innovative solutions for SME and Enterprise clients. We have built up a reputation for deep expertise in the contact centre as-a-service (CCaaS) market continually attracting the best talent.

Contact centre is at our core, it is all we do, what we love and why our partners and customers choose to say with us. Each application we work on, new technology we create and interaction we have with our partners and customers comes back to this – delivering the right outcome for the business and excellent experience for agents, which equates to a brilliant experience for all.

We are looking for an Apprentice Service Desk Analyst to supporting Cirrus' customers and partners through the triage, analysis and resolution of issues across our voice and omni products. Where possible you will delight our partners and customers by offering a '1st call resolution' and where not possible using a combination of phone and email communication to keep customers engaged and informed.

RESPONSIBILITIES OF THIS ROLE:

- Politely answering support telephone and email enquiries from customers and partners.
- Be the main point of contact for customer issues, looping in Senior Service Desk Analysts for calls as required.
- Swiftly handling Initial response and troubleshooting cases raised by clients and partners within SLA.
- Completing configurational portal-based tasks for both our voice and OMNI solutions.
- Maintaining and updating Salesforce.
- Maintaining excellent knowledge of the organisation's core products and services to support all customer and partner needs.

WHAT SUCCESS IN THE ROLE LOOKS LIKE:

- Consistently resolves issues within customer and partner SLAs.
- Maintains outbound call to email ratio for tickets of 50% calls to 50% emails per day.
- Decides on which outbound calls are chosen as they either resolve or move forward the customers resolution.
- Keeps notes on all actions completed per ticket clearly logged in Salesforce.
- Completes skills matrix assessment once per quarter and achieves +90% competency score.
- Being on target with all modules for the apprenticeship.
- An understanding of current industry trends, emerging technologies and best practices.

DESIRED SKILLS:

- A systematic approach to dealing with customers' issues.
- Understands how to make informed decisions based on the available evidence.
- Confident in asking customers, partners and colleagues enough questions to resolve the issue within 'one call'
- The self-awareness to identify own development needs and the desire to continually improve both self and the team.
- A confident and concise communication style.

DESIRED PERSONAL QUALITIES:

- Positive and passionate
- A self starter
- Confident and outgoing
- Motivated, driven and hungry to succeed

PAY & FURTHER DETAILS:

- Location: hybrid – 2 days a week from our office in Epsom, Surrey.
- Nationality requirements:
 - Must be a UK National or have a naturalisation certificate
 - Must be a UK resident for 4 out of the last 5 years