



POSITION DESCRIPTION

Role: Support Analyst
Department: Wealth Management Support
Reports To: Wealth Management Support Manager
Location: Melbourne

Summary

IRESS Market Technology Limited designs, develops, markets and supports Australia's premier wealth management software.

As part of a team of Help Desk members, provide user-friendly and efficient first level support to IRESS clients by receiving, logging and addressing problems, and to establish and maintain relationships across the client base.

This role requires proven experience in a Help Desk or Customer Support environment and/or qualifications in a related IT / Financial Planning discipline.

Key Responsibilities

- To log all help desk calls through internal call logging system.
- To prioritise all incoming calls and allocate them to the appropriate resource for resolution.
- Provide 1st and 2nd level support to all users as requested.
- Provide 2nd level telephone support to external Help Desks
- To identifying system faults and troubleshoot problems 1st and 2nd level telephone and e-mail supports request from users.
- To escalate all 3rd level queries, according to the internal escalation procedure.
- Maintain a professional level of client service to all users.

Knowledge and Skills

- Proven experience in an IT helpdesk support role is essential.
- A strong understanding of IT technical environments, such as Windows 2000 & XP, Networking and SQL Server.
- Demonstrated problem solving and analytical skills.
- A keen desire to impart knowledge and assist the user base.
- Strong attention to detail.
- Self-motivated and enjoy working in a team environment.
- Excellent interpersonal and communication skills.
- Experience in desktop financial software is desirable.
- A keen interest in the Financial Planning industry is an advantage.
- Completed Module 1 in Diploma of Financial Planning is an advantage.
- VisiPlan knowledge is an advantage.

Note: This position description is meant to reflect the particular attributes required at a point in time and is not meant to be definitive. The position's duties, responsibilities, competencies and other attributes will evolve or vary depending on the company's needs. In addition to the responsibilities specified here the position holder is to perform any other duties as reasonably requested.