



<https://staging.katchr.com/job/support-analyst/>

Katchr Support Analyst

Description

Join the team behind our market-leading Business Intelligence software

Our team has been assembled over the years to deliver data-driven BI solutions to over 90 UK law firms, with an emphasis on exceptional customer service. We're focused on ensuring that we help our customers achieve their goals, and every member of the team is driven to go the extra mile to deliver on our promises and our customers' expectations.

We're not quite the "IT Crowd" but you may be surprised to know that we have a world record-holding gamer and a West End Musicals singer in our ranks!

We've just celebrated our 11th birthday and we're very proud of what we've achieved. As a Company, we do everything possible to make our employees' lives as enjoyable as possible so that they can focus on what makes them and our customers grow.

It works. Our customer retention rate is 98% and most of our people have been with us for over 5 years.

We are now looking for smart people looking to help us build the leading brand in law firm BI.

The Role & Responsibilities

As a Support Analyst, you will be responsible for diagnosing and resolving problems reported by Katchr customers.

You'll join the existing Customer Success team of success managers, data analysts, support analysts and developers working collaboratively to provide Katchr customers with the best possible experiences of our solution.

As well as working closely with the team, you'll also be in regular contact with the customers whose solutions you're working on to understand their issues and provide timely resolutions.

Your responsibilities will include:

- Communicating with customers by telephone and email
- Replicating, documenting and resolving customer issues
- Writing T-SQL scripts to implement and modify business rules
- Reconciling data between multiple source applications
- Liaising with the development team on potential product improvements

Skills & Competencies

The number of years' experience you have is less important to us than evidence of progression, an openness to learning, and a record of delivering results.

The Katchr solution is fully developed in-house and is based on a SQL database so ideally you will be competent at writing and understanding SQL code.

Hiring organization

Katchr

Industry

Business Intelligence Software

Job Location

The Media Centre, 7
Northumberland Street, HD1 1RL,
Huddersfield, West Yorkshire,
United Kingdom

In addition, we are looking for:

- Ability and desire to work collaboratively with a remote team
- Ability to communicate technical ideas, both written and orally
- Ability to communicate with (non-technical) customers

Nice to have's include:

- SQL Server DBA experience
- A regulated industry background (legal, finance, banking)

Ideal Attributes

Our ideal candidate would be someone with great people skills, an aptitude for problem solving, and an understanding of law firm practice management systems.

The successful candidate will also need to demonstrate the desire, ability and aptitude to quickly learn the technical details of our complex product suite.

Other qualities we are looking for include:

- Strong analytical ability and an inquisitive mind
- A collaborative and friendly approach when dealing with internal and external customers
- A proactive and positive attitude

Salary & Benefits

We strive to create a great working environment that offers not only top merit-based compensation and challenging projects, but also a competitive salary and benefits that actually mean something:

- Basic salary up to £35k
- 25 days holiday plus Bank Holidays
- Plus, for every five years you spend with us, we'll give you the opportunity to take a sabbatical so you can start ticking off that bucket list
- A company performance-related profit-sharing annual bonus because we believe everyone should share in our successes.
- Flexible working to help support our busy lives
- Company pension scheme
- Most importantly, a warm, friendly, close-knit team of talented people