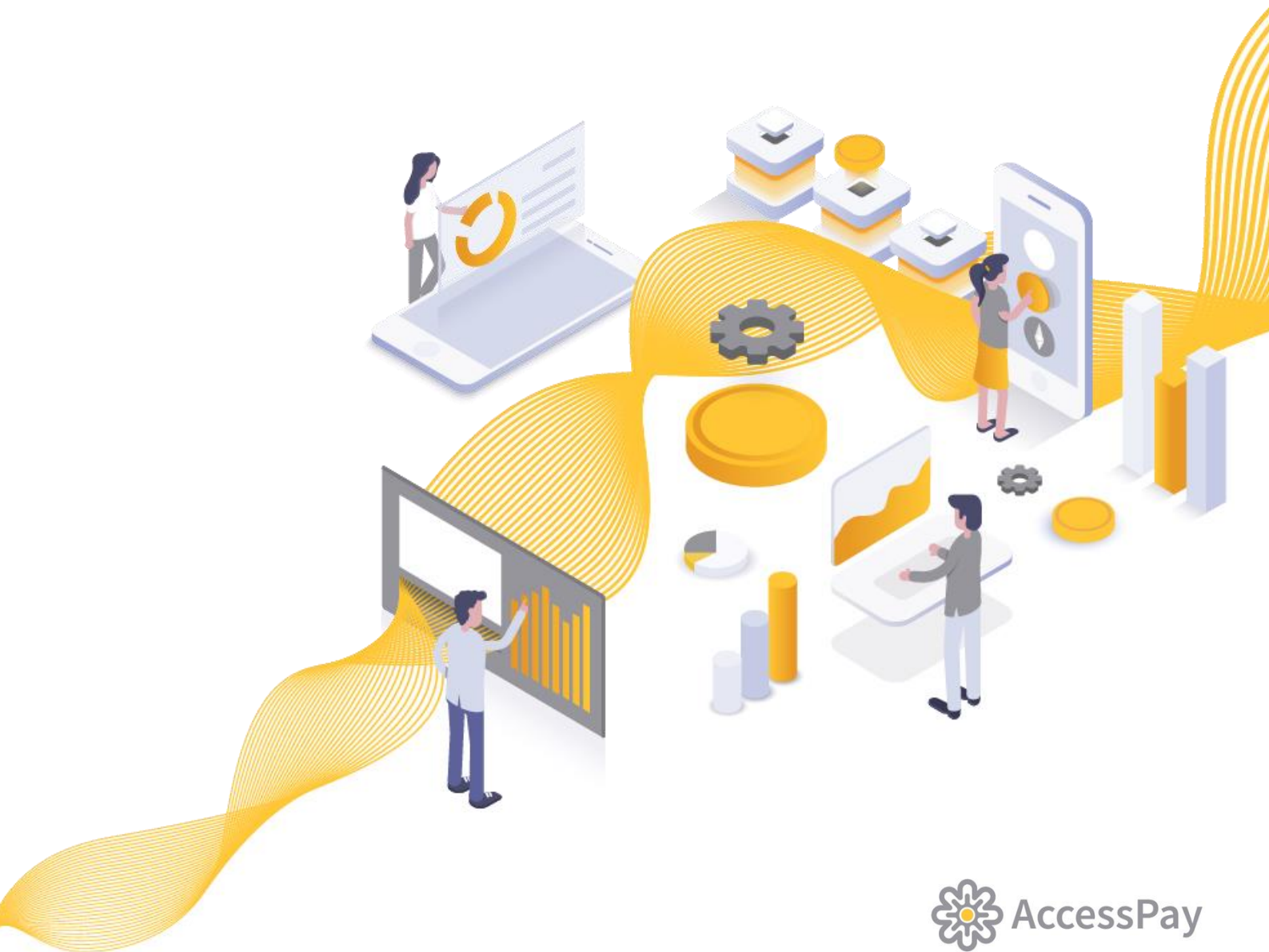


Service Desk Analyst



We're AccessPay, the fastest growing fintech company outside of London. Thinking outside the box is something we relish, there are no bad ideas. We've got a flat structure, with no silos or protracted bureaucratic decision making. Most importantly, no big egos. AccessPay people get stuff done. From a tiny office in Ardwick, to occupying an entire floor in Manchester City Centre. From 4 to 60 staff. From finance start-up, to launching new fintech brands. All in less than 5 years. 2017 saw us listed as a Deloitte Tech Fast 50 company and shortlisted for the coveted Manchester Evening News "Business of the Year". We're getting bigger and better every day. Help us write the next chapter in the AccessPay story.

Job Title: Service Desk Analyst

Responsible to: Service Desk Manager

Hours: 08:30 – 17:00 Monday to Friday

Duties & Responsibilities

- Provide industry leading customer experience for our clients
- Go above and beyond – have a can-do attitude to delight customers
- Work diligently within the Service Level Agreements
- Log and track all queries
- Assist clients with using new product features
- Resolve client issues and queries in a timely manner
- Build rapport with clients and maintain high standards of relationship management
- Able to identify trends and common root causes
- Must maintain a working knowledge of all company products and services (training will be provided)
- Must maintain knowledge and understanding of industry and market conditions (training will be provided)
- Maintain a calm and collected demeanour in the face of challenging situations
- Attend client meetings if required

About You:

- 1+ years in a similar role preferably customer facing
- Track record in problem solving and meeting SLA's
- Excellent communicator
- Capable self-starter able to work on own initiative
- Able to work under pressure and think creatively to troubleshoot
- Meticulous and highly organised approach to planning day
- Excellent telephone manner
- High standard of written English

You'll be rewarded with a competitive salary, fantastic career progression, a great environment, and the opportunity to work for a fast-growing VC-backed FinTech company that is delivering innovative solutions that make a difference.