



CUSTOMER SUPPORT ANALYST (DYNAMICS CRM)

Location: Nottingham Office & Home based
(approx. 3 days per week in office post-Covid restrictions)

Reporting to: Customer Support Team Lead

PURPOSE

We are looking for an enthusiastic and flexible Customer Support Analyst to provide best-in-industry support of Peppermint's products and ensure the customer experience is nothing short of excellent.

This role will focus on **1st** and **2nd line** incident support management, largely focusing on technical incident resolution.

This role will require the support analyst to provide **application support** of the Peppermint CX product, built on MS Dynamics and SharePoint, to both our Cloud and On-premise customers along with the supporting applications stack.

This role is responsible for supporting our multiple applications for our clients, but the primary application will be looking after is MS Dynamics which is integral to our clients' processes and integrated to their systems

As Customer Support Analyst you will be expected to develop an in depth working knowledge of the core business applications including Dynamics 365 to ensure support is provided to our clients.

It will include ensuring that our products are providing the maximum benefit to our customers by answering their questions and solving their problems and ensuring that they are getting the best value out of the product as possible. It will involve front-line working with customers, guiding them through their day-to-day use of the product. **Internal training on products and services will be provided.**

RESPONSIBILITIES

As a member of the customer support team you will be responsible for providing a first-class customer support service through:

- answering calls, emails, or other forms of contact from customers and helping to answer their questions or resolve their issues
- providing timely, intelligent and professional responses to customer queries
- actively supporting the customer in all aspects through to problem resolution keeping the customer informed throughout the life of incident.
- analysing customer problems to arrive at the most appropriate answer.



- keeping accurate records of activities carried out when helping a customer
- reporting defects and recording enhancement requests raised by customers, ensuring they are accurately described and properly researched before passing to development / product management
- representing Peppermint with a meaningful, professional and enthusiastic disposition
- contributing to continual process improvement in the customer support and other areas of the business as appropriate

KNOWLEDGE, SKILLS & COMPETENCIES

Essential

- strong experience of Microsoft Dynamics CRM 365 (including configuration and customisation)
- A minimum of 2 years' experience of providing front-line and/or second-line customer support in an **applications** software support operation
- troubleshooting, analysing and investigating application software and/or IT systems highly desirable in a customer-facing role
- experience relaying and translating customer requirements and technical details clearly across the team
- proven experience communicating clearly and effectively with customers
- familiarity with ITIL and SLA best practices
- an obsession for a great customer experience – you will be committed to “right first time” and continuous improvement
- ability to analyse, draw conclusions and create solutions to customers' moderately complex problems
- able to demonstrate an aptitude for technology and software solutions
- strong tech to non-tech translation skills
- resilience and ability to work under pressure, balancing individual workload and incoming calls simultaneously
- positivity and self-motivation with the drive to achieve results
- ability to use a team approach to solve problems when appropriate
- taking initiative in building and maintaining own knowledge and skills
- excellent attention to detail - logical and thorough in approach

Desirable

- knowledge of any business systems (CRM or ERP), as well as understanding of the functionality for these systems to troubleshoot and resolve application issues
- experience of Finance principles, accounting processes and systems beneficial
- experience working with Microsoft SharePoint
- experience working with SQL
- experience of legal applications and/or supporting software used within a legal services environment would be an advantage
- experience working with Microsoft IIS



THE COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications (case & matter management, client engagement, document management and practice management), collaboration and content enablement tools. The platform is a SaaS (Software as a Service) offering. Our platform is built, and certified, on the Microsoft Dynamics 365 and Microsoft Power Platforms.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

What's important to us

Customer Success: We put our customers and their success at the heart of everything we do

Time: We make good use of our time, make time for others, deliver on time, all of the time

Quality: We are experts and the best at what we do. We consistently deliver high quality outcomes

Together: We create opportunities together, find solutions together and win together

Positive: We have a positive attitude and believe in the possible

Our opportunities

Peppermint Technology Ltd is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realise their potential.

We are committed to providing reasonable accommodations, if required, and will work with you to meet your needs.

Please note Peppermint are unable to offer sponsorship to work in the UK

No agencies please.