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Business Analyst

JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Senior Analyst	VERSION #	1.0
JOB REF	Business Analyst	DATE	September 2017

ROLE OBJECTIVES

- Ensure all contractual obligations are met through effective business analysis
- Ensure company policy and legislation is adhered to in the provision of client services.
- Generate high quality and accurate internal and external specifications and documentation
- Maintain a 'good working atmosphere' and relations with all staff.
- Ensure client expectations are met, and actively look for improvements in customer service to enable client expectations to be exceeded.
- Participate in knowledge sharing to encourage good working practice, consistency across services, and team communication.

ROLE AND RESPONSIBILITIES

- Production and quality assurance of service-driven client reports using data gathered from Roscom revenue assurance software.
- Production of ad-hoc internal reports as required
- Ensure senior analysts are kept informed of all issues/service failures including customer complaints, hardware and software problems and suitability
- Carry out project management to ensure that services are delivered and maintained as per the agreed SLA.
- Ensure correct implementation of all Roscom's Managed Service commercial offerings.
- Ensure company procedures/communication methods/information storage are adhered to and updated as required
- Maintain the Customer service overview document & database with up to date and accurate information, to assist in planning, fault resolution and service continuity.
- Analysis of services and reporting of findings to customer.
- Action daily/weekly/monthly/project reporting as required for the services for which you are responsible.
- Provide weekly progress reports to your line manager on the status of the services for which you

are responsible.

- Attend monthly meetings with your line manager and other middle management team members to agree and implement departmental goals.
- Interface (on a daily basis) with internal Roscom personnel to resolve problems efficiently and effectively, and ensure continuity of service and client satisfaction.
- Travel as required (including overseas)
- Attend regular customer review meetings as per their contracts to ensure client satisfaction
- Continually review analysis reports to improve their relevance and understanding to customers.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Prior customer-facing, technical product support experience.
- Experience of analysing business processes to stabilise and improve them.
- Report writing experience.
- Basic understanding of / experience with databases.
- Knowledge of telecoms industry & terminology would be an advantage

PREFERRED SKILLS

- Must be able to travel (UK and overseas), sometimes at short notice, involving overnight stays, to enable on-site support cover for clients.
- In some cases, this commitment may be required on a regular (weekly or monthly) basis.
- Willingness to learn new technical and diagnostic skills, and to attempt new or unfamiliar tasks with guidance from other staff.
- Excellent analytical/diagnostic and problem-solving skills.
- Attentive to detail and take pride in your work.
- Aware of the implications of working on live customer equipment.
- Reliable, friendly and approachable.
- Good organisational skills with the ability to prioritise.
- Confident telephone manner with excellent communication skills.
- A “team player”
- Ability to work under pressure to deliver a high standard of service.
- Proven track record within a customer environment.
- Self-motivated and have the ability to motivate others.
- Conscientious and able to use own initiative.