

Job Title	Service Desk Analyst
Reports To	Service Desk Manager
Job Purpose	To effectively administer customer orders and requests in line with company processes in a professional and accurate manner.

Key Responsibilities:

- Place, modify and cease all orders with suppliers expediently;
- Ensure all billing systems for services are correct and that customer bills are accurate for all solutions services;
- Deliver exceptional results, first time, every time in a fast-paced environment;
- Ensure all KPI's and SLA's are met and exceeded where possible.
- Input new customer details and maintain existing customer details on all internal and external systems when required;
- Progressing customer orders with supplier;
- Timely and accurate updating of customer details and customer statuses on our internal customer management system
- Taking and replying to customer service queries by telephone, fax, e-mail or letter in a prompt and professional manner;
- Liaise with suppliers, customers or resellers to obtain a prompt and satisfactory solution for the customer/reseller re any disputes;
- Liaise with other internal departments to ensure order fulfilment with the minimum of delay;
- Advise resellers regarding products/services;
- Checking and verifying ADSL commission invoices from resellers;
- Assisting with customer complaints and liaising with the relevant department;
- Assist customers with any billing queries
- General administration functions for the department e.g filing, data input, faxing and general typing;
- Keep up to date with knowledge of the company's product/service portfolio and to attend regular training sessions accordingly;
- Report/escalate any errors/problems to management when necessary;
- To work within a team and keep a pleasant working environment;
- To continually keep abreast of new procedures and implement when necessary;
- Any other tasks that may occur from day to day within the department within your capabilities.