

Job Description – Service Support Assistant

Department	Customer Operations
Level	1
Reporting to	Service Support Team Leader
Direct reports (yes or no)	No

Job Purpose

- As a Service Support Assistant, you will provide first-line support to customers by managing incoming calls, incident tickets, and service requests. You'll follow established incident management and request fulfilment processes to ensure efficient resolution in line with service objectives.
- The role may also involve undertaking other reasonable tasks across the wider Customer Operations function to support collaboration, enhance efficiency, and deliver excellent customer experiences.

Key accountabilities

- Provide first-level customer support by responding to calls and service requests in a professional and timely manner.
- Log and manage incidents and requests accurately using the ticketing system, ensuring all required information is captured.
- Administer account registration and renewals for Client Company Services and MIB Managed Services following a full review and due diligence.
- Disabling or suspending accounts where appropriate.
- Unlocking accounts or restoring access when correctly authorised.
- Handling general account enquiries and ensuring changes comply with security policies.
- Escalate tickets to Product Owners and Third Party Helpdesk where necessary and monitor progress to resolution.
- Ensure all access management activities comply with current security policies and promptly report any identified breaches or concerns.
- Progress first-line calls in accordance with customer SLAs, keeping customers informed throughout.
- Monitor and respond to support requests submitted via email.
- Complete Third Party Access requests, providing responses as password-protected documents.

Key accountabilities

- Manage and process Information Centre Agreement requests and associated enquiries.
- Conduct due diligence checks on Third Party requests to ascertain correct information to provide in line with internal policies and GDPR.

Role requirements

- Experience of providing first-line customer support across multiple channels, including calls, email, and service requests.
- Strong problem-solving skills, with a methodical and logical approach to resolving issues.
- Excellent written and verbal communication skills, with attention to accuracy and clarity in all communications.
- Professional and confident telephone manner, with the ability to manage interactions with internal and external stakeholders effectively.
- Ability to monitor service requests against SLAs, prioritise workloads, and maintain proactive communication with customers and stakeholders.
- Experience working within a Service Desk or First-Line Support environment is desirable.
- Familiarity with Windows operating systems and knowledge of Microsoft Office applications.