

## Customer Success Analyst

<b>Contract</b>	Full time, permanent, office-based position
<b>Salary</b>	£28k - £30k
<b>Location</b>	Bath, UK
<b>Reports to</b>	Lynsay Redwood, Customer Success Manager Christine Targett, Operations Director

### About RIVIAM Digital Care

RIVIAM is passionate about improving people's lives by providing a secure cloud platform and services for health and social care organisations to collaborate and co-ordinate care. Our technology connects with existing NHS computer systems and clinical records whilst enabling new care services. With RIVIAM, our customers can create efficiencies and deliver joined-up care using integrated information.

### Transforming health and social care

Our business is about improving lives through the transformation of services and delivery of digital technology that integrates health and social care. As part of our engagement with customers, we seek to understand their business operations and work with them to create new ways of operating that change the way people work and services are delivered.

### Role specification

We are looking for Customer Support Analyst who will be responsible for delivering high-quality assistance to customers, ensuring smooth adoption and usage of our products and services. This role involves troubleshooting technical issues, providing guidance, and maintaining strong customer relationships to drive satisfaction and success.

### Responsibilities

In this role you will

1. Help customers achieve their desired outcomes using RIVIAM's services.
2. Provide comprehensive support to customers via phone, online and email.
3. Troubleshoot and resolve customer issues related to RIVIAM's services.
4. Accurately document and track customer interactions and resolutions in our CRM system.
5. Escalate complex issues to higher-level support as needed.
6. Contribute to the development and improvement of our customer support processes.
7. Maintain a high level of product knowledge and stay updated on system enhancements.
8. Undertake product testing, ensuring quality standards with a strong attention to detail.

9. Participate in ongoing training and development to enhance skills.
10. General office duties.

### **Qualifications**

1. Must have degree level qualification or equivalent.

### **Desired experience**

1. Ideal for candidates with limited experience who demonstrate strong communication, problem-solving skills, and attention to detail.
2. Previous experience in a customer support role, preferably in the healthcare or technology industry, is desirable.

### **Desired skills**

1. Strong technical aptitude and ability to troubleshoot technical issues and problem solve.
2. Excellent verbal and written communication skills.
3. Strong interpersonal communication skills.
4. Ability to work independently and as part of a team.
5. Proficiency in relevant customer support software and tools (e.g., Zoho Desk, JIRA)..
6. Ability to handle multiple tasks and prioritise effectively.
7. Experience with healthcare IT systems and terminology.
8. Knowledge of remote support tools and technologies.
9. Product testing experience.

### **Location:**

RIVIAM is office based in the centre of Bath where this role is based.

### **Contact:**

Please get in touch with Lynsay Redwood [lynsay@riviam.com](mailto:lynsay@riviam.com) if you are interested in the role.