



Job Title: **Technical Support Analyst**

Reporting To: **Customer Support Manager**

Department: **Customer Support**

Job Purpose:

Our Technical Support Analysts are responsible for providing exemplary support to Kallidus customers in order to deliver the best outcomes to customers and Kallidus Values. The Technical Support Analyst is expected to develop a well-rounded knowledge of Kallidus products, infrastructure and databases in order to provide a one-stop shop for all Kallidus customer support queries.

The Technical Support Analyst will ensure that customers are kept up to date with the status of their requests until they are fully resolved, taking a technical and analytical approach to proactively preventing issues from reoccurring. This role is customer facing, this means that individuals must be willing to go above and beyond to ensure that customers are supported clearly and in a timely fashion and to act as an functional escalation point within the Customer Support Team.

Kallidus is rapidly growing, so the Technical Support Analyst will need to be comfortable managing multiple customer queries within a complex and, at times, demanding environment. As well as being able to prioritise and manage their own workload to ensure excellent customer experiences are delivered.

Key Responsibilities and Accountabilities:

- Acts as a primary contact point, receiving and handling customer requests for support and guidance via all channels (Chat, Phone, Ticketing).
- Acts as a functional escalation point within the Customer Support Team, offering support and guidance for team members.
- Responds to a broad range of requests spanning our entire product suite.
- Maintain clear communications with customers and colleagues, ensuring effective use of our products.
- Provides technical investigation, diagnosis and resolution where possible.



- Uses problem solving skills, including asking meaningful probing questions to diagnose issues and offering solutions/education as needed.
- Prioritises and diagnoses incidents according to agreed procedures.
- Investigates causes of incidents and seeks resolution.
- Facilitates recovery, following resolution of incidents.
- Documents and closes resolved incidents according to agreed procedures.
- Applies change control procedures.
- Understands and demonstrates the Kallidus company values with colleagues and clients.

Key Skills and Knowledge:

- Ability to develop a comprehensive working knowledge of all Kallidus applications and technical configurations.
- Previous experience in Technical support or similar customer facing role.
- Understanding of software development processes and SaaS business offerings.
- Excellent communication skills.
- Excellent problem-solving skills.
- Confident in helping upskill, coach and train others.
- Superior customer service attitude and the desire to go the extra mile.
- Organised and analytical approach with attention to detail.
- Ability to prioritise and work to deadlines.
- Enthusiastic with a positive attitude and a willingness to learn new skills.
- Strong collaborative approach to working within a team.
- Ability to multitask and capable of dealing with multiple customers daily.
- Confident telephone manner with the ability to calmly respond to customer enquiries.

Behaviours Relevant to this Role:

Behaviour	Description
Inclusive	Considerate, consistent, fair, self-aware, tolerant, builds trust, celebrates others, speaks up when something isn't right.
Delivery Focused	Gains clarity on what's required, manages time, prioritises workload, acts at speed, high

	productivity, delivers on commitments and expectations.
Influential	Influences sideways and upwards, adapts tone to suit audience, builds and expands network, assertive, growing in confidence, pushes back.
Collaborative	Leads by example, acts as a role model for wider team, welcoming, gives space and time, actively supports, relatable.
Resilient	Welcoming and supportive of change, knows limits and when to escalate, willing to be challenged, positivity
Solution Driven	Makes smart choices, takes measured risks, works independently, pragmatic, takes ownership, sees the right direction.
Ambitious	Thirst for wider knowledge, expert focused, continuously learning, identifies patterns, cascades knowledge, builds their own story.
Innovative	Questions what's gone before, thinks laterally, shares new ideas outside the norm, adapts to situations with creativity.
Entrepreneurial	Questions inefficiencies, understands business context and challenges gaps and our methodologies. Thinks beyond their role, asks 'what if?'



Our people are the heart of our success, and diversity is what drives that. Kallidus positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, region or belief, marital status, pregnancy or maternity.

Diversity brings innovation and creativity through different views, backgrounds, and opinions; as a people-first organisation, it's crucial that our teams reflect global diversity.



Kallidus is a proud member of the Disability Confident Employer scheme. We work hard to build an explicitly inclusive space where everybody belongs. Kallidus is a supportive, caring, and enjoyable working environment for all our people, and we are committed to furthering the diversity of our teams.