

## Job Description for Application Support Analyst

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### Job Description

Thomson Reuters is a leading provider of innovative collaboration and publishing software to large international customers in the legal, banking and corporate sectors. You'll be looking for a great opportunity to join an exciting organisation who are at the cutting-edge of cloud-based enterprise collaboration & digital content management software. As an expert and professional in your field, you'll understand the importance of maintaining excellent written and verbal communications skills and the ability to deal with customers and internal project teams whilst under pressure.

As our Application Support Analyst you'll already have demonstrable experience working in a support desk environment, preferably within the legal sector or a similar time-sensitive industry. You'll speak and communicate directly with customers across the globe as well as internal staff based in offices in multiple time zones. You'll embrace the customer centric philosophy of Thomson Reuters and be able to competently handle and take ownership of problems and situations reported to the team by troubleshooting and coordinating with internal teams, or technical contacts and third parties, to resolve the issues quickly and efficiently.

### About the Role

In this opportunity as our Application Support Analyst:

- Your primary responsibility will be providing application and technical support to Thomson Reuters Legal Platform customers across the LegalTech Platform modules and integrations.
- You'll be expected to liaise with customer personnel and internal development teams to troubleshoot software, or system configuration problems, and identify and provide solutions.
- You understand that timely and informative communication is the key element to good customer service.
- You understand the importance of effectively documenting customer issues and updating call tracking software in a timely manner.
- You are passionate about providing a high standard of customer service and are not afraid to take ownership of support issues and to 'go the extra mile' to succeed.
- You'll be required to participate as part of the global emergency support rota for escalated customer issues, which includes an on-call provision to cover some early, late, weekend and holiday support requirements.
- You will display a strong desire to learn and to share that knowledge with colleagues, through documentation and training, capitalising on the opportunity to become a 'Product Champion' for your team.
- Coming from a technical support background, you will understand the importance of being flexible and that the role will continue to evolve as the team develops globally.
- In addition to support responsibilities, you will also have the opportunity to assist with the implementation and configuration process for new customer application instances.

### About You

You're a fit for the role of Application Support Analyst if your background includes the following:

- You'll need to have 3-4 Years of previous experience in similar support engineer or analyst role at an enterprise software vendor, or with an end user of enterprise software.
- You'll possess strong technical troubleshooting/analytic skills.
- You'll have a good understanding of browser, plugin and computer settings that can affect web applications, as well as a good understanding of web technologies generally.
- You'll need a good working knowledge of Microsoft Windows, Mac OS X, Android & iOS.
- You possess exemplary communication skills, both written and verbal, and will be able to communicate effectively and professionally at all business levels.
- You particularly enjoy working in a team environment.
- Experience using Zendesk, Jira or similar helpdesk ticketing systems
- Knowledge of the software development cycle and experience of working alongside development teams.

## What's in it For You?

You will join our inclusive culture of world-class talent, where we are committed to your personal and professional growth through:

- **Hybrid Work Model:** We've adopted a flexible hybrid working environment for our office-based roles while delivering a seamless experience that is digitally and physically connected.
- **Culture:** Globally recognized and award-winning reputation for equality, diversity and inclusion, flexibility, work-life balance, and more.
- **Wellbeing:** Comprehensive benefit plans; flexible and supportive benefits for work-life balance: two company-wide Mental Health Days Off; work from another location for up to a total of 8 weeks in a year, 4 of those weeks can be out of the country and the remaining in the country, Headspace app subscription; retirement, savings, tuition reimbursement, and employee incentive programs; resources for mental, physical, and financial wellbeing.
- **Learning & Development:** LinkedIn Learning access; internal Talent Marketplace with opportunities to work on projects cross-company; Ten Thousand Coffees Thomson Reuters café networking.
- **Social Impact:** Eight employee-driven Business Resource Groups; two paid volunteer days annually; Environmental, Social and Governance (ESG) initiatives for local and global impact.
- **Purpose Driven Work:** We have a superpower that we've never talked about with as much pride as we should – we are one of the only companies on the planet that helps its customers pursue justice, truth and transparency. Together, with the professionals and institutions we serve, we help uphold the rule of law, turn the wheels of commerce, catch bad actors, report the facts, and provide trusted, unbiased information to people all over the world.

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