

## Company Overview

Thomsons Online Benefits is a market leader in innovative technology and consultancy services related to total reward and [flexible benefit](#) programmes. Client companies include some of the world's best known brands across financial service, technology and business services. With offices in [London](#), Romania and [Singapore](#), the company employs in excess of 300 staff with a turnover in the region of £30M.

Our award winning technology – Darwin – allows employees to choose their own benefits package online and services over 500,000 users in 60 different countries. It helps HR and Payroll teams to administer their data simply and securely, and HR Directors to minimise costs and make strategic benefit decisions. We also design engaging reward brands to maximise employee engagement and are a regulated benefit broker.

Regularly appearing in the Sunday Times Tech 100 listing, Thomsons Online Benefits is a rapidly growing and exciting company with global opportunity and can provide both a challenging and rewarding career.

Get to know us better by visiting our Cluj Facebook page:

<https://www.facebook.com/pages/Thomsons-People-Cluj/176621199208794>





## Role Outline

The Product Analyst provides the second level of support for internal and external users for the Darwin Application. He will assume ownership of support cases and will follow through until the case has been closed or reassigned to another individual or department. If a question cannot be immediately answered, the candidate will be expected to use available material resources and/or consult with product experts to advance the resolution of the issue in a timely manner.

## Key Responsibilities

- Analysing incidents received via the service desk platform in respect of the Darwin application
- Provide 1st and 2nd line support to internal and external customers assist in troubleshooting problems which have surpassed the abilities of other support staff members.
- Logging, classifying and prioritising incidents and service requests via the service desk software.
- Diagnoses underlying cause of customer complaints or performance issues
- Identify, evaluate and resolve client issues utilising available resources or independent research.
- Identify and implement additional solutions based on clients' changing needs
- Resolution of incidents and service requests within the agreed Operational Level Agreements
- Diagnosing software bugs and logging these with the Software Engineering Team
- SQL analysis of the database using SQL queries
- Report unresolved issues (defects) in a clear, concise manner to Software Engineering Team for resolution
- Stay current with system information, changes and updates, continually improve understanding of business needs from all stakeholder perspectives, including customers, 3rd party suppliers, and host systems.
- Test reported defects that have been corrected by Software Engineering Team.
- Provide assistance to other teams within the company for tasks that require manual intervention
- Work closely and effectively with QA Team, Software Engineering Team and Client Delivery Teams.
- Communicate and progress issues and resolutions with team members in order to inform, educate and improve current processes and service levels.
- Understanding of the product vision from the customer perspective and work with technical resources to evaluate various approaches to implement solutions
- Offer alternative solutions where appropriate with the objective of retaining customers and clients' business;



### Requirements:

- Academic background in Computer Science, Computer Engineering or related field
- Excellent communication skills at all levels
- Problem solving skills and high attention to detail
- A commitment to quality and a thorough approach to the work
- Remain highly adaptable - Due to the turbulent nature of priorities in supporting customers, this role requires high adaptability to changing demands, deadlines and priorities.
- A technical aptitude - to quickly learn and understand new technologies
- Strong initiative
- Flexible/Proactive attitude; ability to perform under pressure

### Would be a plus:

- Previous experience in a similar role
- SQL knowledge
- Working in a multinational environment
- Ability to work well within a team
- Ability to manage multiple detailed tasks in a fast paced environment

Should you like to know more, please send your resume at:  
[Adriana.totos@thomsons.com](mailto:Adriana.totos@thomsons.com)

### Our Technology Awards

- Best Use of Technology by a Corporate Adviser, Corporate Adviser Awards 2012, 2011 and 2009
- Best Flexible Benefits Platform, IFAonline UK Platform Awards, 2010 and 2009
- Flexible Benefits Solutions and Total Reward Provider, Financial Times Business Pension & Investment Provider Awards, 2009, 2008, 2007, 2006
- Best Use of Technology by an Adviser, Money Marketing Financial Services Awards 2008, 2012

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