

Business Support Analyst – Job Description

Aix-Les-Bains

**In a constantly growing market and as part of its development,
Ops Horizon is recruiting a Business Support Analyst.**

Location: Head Quarter based in Aix Les Bains (France)

About Us:

Ops Horizon is a leading provider of innovative SaaS solutions tailored specifically for the FBO sector in the business jet industry.

As a small, dynamic company, we pride ourselves on agility and innovation, and we value flexibility and adaptability in our team members.

Our platform streamlines operations, enhances customer service, and improves efficiency for FBOs worldwide. We are committed to delivering exceptional service and support to our clients, ensuring they can maximize the benefits of our solutions.

Position Overview:

We are seeking a dedicated and skilled IT Support Analyst to join our team.

The ideal candidate will provide top-tier technical support to our clients, ensuring seamless operation and satisfaction with our SaaS solutions My Handling and Touch & Go. You will be the primary point of contact for client support, troubleshooting issues, and facilitating communication between clients and our development team.

Key Responsibilities:

- **Client Support:** Provide first/second-level technical support to clients via phone, email, and chat, addressing inquiries and resolving issues promptly and effectively.
- **Troubleshooting:** Diagnose and troubleshoot technical problems related to our SaaS platform, including software, hardware, and network issues.
- **Issue Escalation:** Escalate complex issues to higher-level support or development teams, ensuring timely resolution and maintaining communication with clients throughout the process.
- **Documentation:** Create and maintain comprehensive documentation of client interactions, issue resolutions, and troubleshooting steps in our support system.
- **Training:** Assist in onboarding new clients, providing training sessions and resources to ensure they are proficient in using our platform.
- **Feedback Loop:** Collect and relay client feedback to the development team to help improve and enhance our SaaS solution.
- **Proactive Monitoring:** Monitor system performance and proactively identify potential issues to mitigate client impact.
- **Client Retention:** Present new products and services and enhance existing relationships. Work with technical staff and other internal colleagues to meet customer needs. Arrange and participate in internal and external client debriefs.

Qualifications:

- **Experience:** Proven experience in Aviation Business, preferably within an FBO.
- **Technical Skills:** knowledge of SaaS platforms, cloud technologies, networking, and common operating systems (Windows, MacOS, Linux).
- **Problem-Solving:** Excellent analytical and problem-solving skills, with the ability to think creatively and provide innovative solutions.
- **Communication:** Outstanding verbal and written communication skills, with the ability to explain technical concepts to non-technical users.
- **Customer Service:** A customer-centric approach with a commitment to delivering exceptional support and building strong client relationships.

How to Apply:

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and why they are a good fit for this role to recrutement@opshorizon.com