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Forensic Analytics

JOB DESCRIPTION

**Customer Support Executive
(Technical Support)**

Job Description

Job Title	Customer Support Executive (Technical Support)	Reports to	Customer Success Director
Location	Remote (with occasional office meetings)	Direct Reports	None
Team/ Dept	Customer Support Team	Hours of Work	40hrs (8:00am-17:00pm - Mon- Fri)

Our Vision Statement: to help keep people safe and solve crime.

We are a team of diverse, talented professionals with shared values and goals. Many in our team have served as police officers. Their experience, combined with our proven track record, is the reason UK law enforcement, and our courts, trust Forensic Analytics.

We're committed to supporting our law enforcement partners as digital forensics evolves, using our expertise to help them tackle their toughest challenges.

Our team empowers our law enforcement partners to protect the most vulnerable and swiftly convict those that cause harm.

We can make the difference and help strengthen public confidence and trust in law enforcement.

Forensic Analytics has been described as providing "tech for good". In 2025 we were awarded the accolade; Great Places to Work and are one of the Sunday Times "Best Companies to Work for" for the second time.

Summary of Position:

The Support Executive is responsible for providing high-quality, responsive support to customers, ensuring issues are resolved efficiently and users can effectively utilise the company's products or services.

This is a mid-level role requiring both customer support experience and technical problem-solving capability. This, role involves a mix of customer interaction, technical troubleshooting, and operational support, working closely with our customers and internal teams to deliver an excellent customer experience.

The Role:

Customer Support

- Investigate and resolve issues relating to data processing, outputs, and system behaviour within Forensic Analytics platforms.
- Act as the first point of contact for customer queries via email, phone, and support portal
- Triage and respond to L1 and L2 support tickets
- Log, manage, and resolve support tickets in line with SLAs

- Provide clear, timely, and professional communication to customers
- Ensure a high level of customer satisfaction at all times

Issue Resolution & Troubleshooting

- Diagnose and resolve user issues, including system, access, or data-related queries
- Escalate complex or unresolved issues to senior or technical teams
- Follow issues through to resolution, ensuring customers are kept informed

System & Process Support

- Assist with configuration and user setup where required
- Support onboarding and initial product usage
- Monitor recurring issues and contribute to process improvements

Knowledge & Documentation

- Create and maintain knowledge base articles and FAQs
- Document common issues and resolutions
- Support development of user guides and training materials

Collaboration

- Work closely with the wider Forensic Analytics team i.e. Product, Engineering, Customer Success and Training.
- Provide feedback on product issues and customer trends
- Support implementation or rollout activities where needed

Success Measures

- SLA adherence (response & resolution times)
- Customer satisfaction (CSAT)
- First-time resolution rate
- Quality of ticket handling and documentation
- Contribution to knowledge base and process improvements

Required Skills and Professional Experience

- Experience in a customer support or service desk role
- Strong problem-solving and troubleshooting skills
- Excellent communication skills (written and verbal)
- Ability to manage multiple tasks and priorities
- Experience using ticketing or CRM systems
- Understanding of IT support processes (e.g. SLAs)
- Must be able to achieve UK SC clearance (with potential for higher levels depending on customer requirements).

Preferred Skills and Professional Experience

- Experience using Forensic analytics core product (i.e. CSAS)
- Law Enforcement or Private Sector equivalent experience
- Knowledge and experience of Call Data Records

- Experience supporting technical products
- Understanding of data, systems, or software platforms
- Familiarity with tools such as HubSpot, Halo

Personal Requirements (about you)

We seek people with FA's core values at heart: honesty, integrity and respect.

Skills

- Initiative – Actively attempts to influence events to achieve goals, is a self-starter with the ability to take and drive decisions and actions.
- Collaboration - Excels when working in teams and collaborating with others.
- Communication – Can effectively communicate with customers to a high standard and communicate technical matters clearly and coherently to show resolutions where possible. Alongside articulating issues to L3 development team for fixes and bugs.
- Organisational Awareness – Is aware of the wider context to which the Support team contributes and is proactive in taking on high priority tasks that may arise outside the scope of the task at hand.

Attributes

- Problem Solver – can break down complex issues quickly and thinks logically to try and resolve the issues.
- Clear and confident communicator – Explains technical issues in simple terms and adapts communication for the different audiences. Has strong verbal and written communication skills.
- Ownership and Accountability – takes full responsibility for tickets end-end following each one through to resolution. Proactively updating customers.
- Attention to Detail – can spot inconsistencies in data or behaviour, captures accurate ticket information, action and records workarounds, updating and reporting knowledge articles for repeat queries.
- Excellent prioritisation and time management – handles multiple tickets effectively, understands urgency vs importance and can work well under SLA pressure.

Benefits package

- 25 days paid annual leave (excluding public holidays)
- 5% company pension contribution (can be paid into a personal pension or into the company scheme)
- £200,000 death in service cover
- Annual discretionary bonus up to 20%, subject to performance criteria being met
- An extra day's paid leave on your birthday.
- Discretionary Christmas shut down
- Free lunch time yoga
- PIRKX EAP (inclusive of private GP appts for employee and their family)
- Volunteering days

This job description is not exhaustive and will be subject to periodic review. It may be amended to

meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach an agreement on any changes.

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 **CSAS**

 **CellView**

 **CDAN Nexus**

 **CSAS Find**

 **Lima**

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