

## Job Advert

### Medisoft Limited - Job Advert

#### IT Support Desk Analyst

#### Full time – Permanent

#### Package:

To attract and retain the very best talent we offer a generous package, which includes:

- £21,000 to £23,000 depending on experience.
- Newly refurbished office 6 minutes from Leeds Train Station
- Flexible working
- Free on site gym
- 3.5% contributory pension
- Annual Team Tour
- Personal development/ training opportunities
- Incremental annual leave
- Cycle & Travel to work scheme

#### WHAT WE DO

Medisoft is an award-winning Leeds-based healthcare IT company; developing and supplying the UK's best-selling ophthalmology patient records system. Our flagship product is used routinely at over 150 hospitals worldwide to help clinical teams assess vision defects and save sight.

#### WHAT YOU WILL BE SUPPORTING

Our products are bespoke software that are used to record patient details and track treatments and operations. They are electronic medical record systems (EMRs) and are used in hospitals and private practices. All of our contacts from customers relate to these 2 pieces of software. For example this includes user access, account management, printing issues, record amendments, interfacing with other hardware, network connectivity or slow responses.

#### THE PERSON WE ARE LOOKING FOR

Someone who can pick up new skills quickly and learn the ins-and-outs of the Medisoft and mediSIGHT systems. They will have the ability to work efficiently and methodically in their approach to troubleshooting, diagnosing and resolving issues. They will be capable of becoming an expert in the support of our systems. Full training will be provided along with documentation, user guides and occasional on-site visits.

This is a specialist role focused on providing the highest quality of support to both our own field teams and the customers they work with.

Our team is the face of Medisoft to most of our customers, and we want their Medisoft support experience to set award winning standards, just like Medisoft's products do. Our team cares for

customers by solving problems and sharing user feedback with internal teams to influence product development.

You will work with a team of people with passion, natural talent, ambition and the desire to provide great service.

### **THE WORK ENVIRONMENT**

The Support Desk is a busy team, mainly dealing with emails and tickets from customers. They do receive phone calls but not in great numbers. It is a great place to learn and develop as we work closely with other technical teams.

We have recently moved to a new, spacious office in central Leeds, that suits our size and professionalism. You will find it a friendly, pleasant and calm place to work.

### **KEY TASKS**

- Handle emails, tickets and phone calls in a friendly and professional manner
- Troubleshoot reported issues and work with technical experts to fix them
- Deal with various types of user requests within a given timeframe

### **DESIRED SKILLS AND QUALITIES**

- Enthusiasm to learn and help users
- Problem solving ability and curiosity

Excellent verbal and written communication skills are a given and ideally you will also have some of the following:

- Experience in troubleshooting network or server performance problems
- Windows Server/Active Directory
- An understanding of error messages and logs displayed by software
- Ability to write simple scripts such as batch files, VBScript or JavaScript, or macros in MS Office
- Some knowledge of basic SQL Server administration/ T-SQL scripting

Working for Medisoft is an opportunity to make a real difference to people with eye conditions and the clinical teams who care for them.