

Job Title: IT Support Analyst (Leeds, UK)

**Salary: Up to £23,000 (depending on experience)
with pension and generous holiday allowance**

Medisoft Limited, a leading healthcare IT supplier which develops and supplies the UK's best-selling software for hospital eye departments, has an exciting opportunity for an IT support analyst based at their head office near Leeds University.

Incredibly, many health professionals still record their findings on paper, making it difficult to offer effective long term care and near-impossible to measure safety and effectiveness. Medisoft, award-winning provider of the UK's leading software for hospital ophthalmology services and private eye clinics, aims to change this. We've made good progress – our software is used by over 150 hospitals worldwide – but our growing customer base means we need an outstanding support professional to support our busy helpdesk.

The successful candidate will primarily have responsibility for first line support but will also have the opportunity to work closely with our senior technicians to develop their knowledge and technical skills. The role is not just about logging calls: more than 60% of issues are resolved with the customer on the phone, and we're looking for someone who is enthusiastic, solution focused and confident in troubleshooting. This will involve:

- daily contact via telephone and e-mail with users – principally NHS doctors, managers and clinical support staff
- ensuring a positive customer experience, even when we are unable to resolve issues immediately

Applicants must have excellent verbal and written communication skills and should also ideally have some of the technical skills listed below:

- 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

The post is based at our offices in Leeds, but occasional travel may be required. Leeds is a vibrant, cosmopolitan city with excellent transport links, affordable housing and beautiful countryside nearby, so this could provide an ideal relocation opportunity.

If you think you can bring something special to our excellent team, please e-mail a current CV and covering letter to careers@medisoft.co.uk. Medisoft is an equal-opportunities employer.

Strictly no agency applications please