



JOB TITLE: Service Desk Manager (Leeds, UK)

PACKAGE: circa £35K with 3.5% pension and (starting) 24 days holiday allowance

WHAT WE DO

We're here to help save eyesight. The most crucial of all the senses? We think so. Medisoft is part of the Heidelberg Engineering group – a global business and leader in the specialist field of eye care. Medisoft was started in Leeds 20 years ago since then has grown to become a key system in over 150 hospitals worldwide and many other private and community eye care services.

Cataracts, glaucoma, we all have relatives who have been or will be affected – our mission is to make it easier for clinicians to treat these (and other) conditions to defend against sight loss, nearly 50% of which is avoidable. In fact, cataract surgery is the most widely performed operation in the NHS today.

Why is Medisoft different? We are experts – in our functional roles and the speciality area we work. We are all passionate about eyesight and work together as a team to deliver great service to important customers: healthcare professionals.

THE PERSON WE ARE LOOKING FOR

Our Support team is the voice of Medisoft to our customers, and we want their 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 lead by example in these regards.

You will be motivated by having the opportunity to shape a growing Support team and the way it works. You will be given autonomy to develop a strategy, deliver positive change and influence the evolution of our service. You'll be an effective leader of people, deliver exceptional customer satisfaction and continually seek to drive efficiencies and improved ways of working. Engaging and managing the rest of the business will come naturally to you and are essential ingredients for success.

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

JOB ROLE AND PURPOSE

1. To lead a high quality support team who exceed customers' expectations
2. To achieve SLA performance measures and develop an increasingly efficient department

KEY TASKS

1. Lead, coach, motivate and develop the Support team to provide excellent customer support
2. Develop processes, tools and relationships to enable more efficient and better ways of working

DESIRED SKILLS & QUALITIES

1. Leadership, motivational skills and personal drive
2. Analytical and logical mind set and proven ability to deliver improvements

Excellent verbal and written communication skills are a given and you will also have the following skills/experience:

- Demonstrable history of leading technical support teams ideally in software businesses
- Building effective relationships when dealing with colleagues, internal and external stakeholders
- Experience of ITIL Service Management
- Strong customer focus
- As this is a small but growing team you will also need to be hands on and troubleshoot reported issues, working with technical experts to fix them
- Troubleshooting network or server performance problems including Windows Server/Active Directory

WHAT WE OFFER

The post is currently a weekday 37.5 hour role covering the hours between 8:00am to 5:30pm. You will be based in our offices in central Leeds with the occasional requirement to travel to customer sites. Leeds is a vibrant, cosmopolitan city with excellent transport links, affordable housing and beautiful countryside nearby, so this could provide an ideal relocation opportunity.

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

- Competitive Salary
- 3.5% contributory pension
- 24 days annual leave, incremental on length of service
- Flexible working
- Long service profit share scheme
- Annual team tour
- Free fruit, tea and coffee
- Childcare voucher scheme
- Cycle to work scheme

Medisoft is an equal opportunities employer and invests heavily in its employees. If you can bring something special to our award winning team please email a current CV and covering letter outlining your suitability for the role to careers@medisoft.co.uk

N.B. we have a strong preference for direct rather than agency applications.