



JOB TITLE: Support Analyst (Leeds, UK)

PACKAGE: Up to £23,000 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

In this role you too will become an expert, focused on handling troubleshooting tasks so that the account management team can concentrate their efforts on forward looking activities. This is a specialist role focused on providing the highest quality of support to both our 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.

JOB ROLE AND PURPOSE

1. Deliver high quality help and support to important health sector customers
2. Resolve technical issues quickly and efficiently

KEY TASKS

1. Handle phone calls, emails and tickets friendly and professionally
2. Troubleshoot reported issues and work with technical experts to fix them

DESIRED SKILLS AND QUALITIES

1. Enthusiasm to learn and help users
2. Problem solving ability and curiosity

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

- 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

WHAT WE OFFER

This is a weekday role, covering 37.5 hours a week between 8:30am to 5:30pm. You will be based at our offices in central Leeds with occasional need to visit customer sites. To attract and retain the 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

We have a strong preference for direct rather than agency applications.