

G2 Speech UK

Application Consultant – Leeds

JOB DESCRIPTION

- Installation of bespoke digital dictation and speech recognition software
- Migrate bespoke digital dictation and speech recognition software
- Upgrade bespoke digital dictation and speech recognition software
- Testing of bespoke digital dictation and speech recognition software
- Testing and implementing hotfixes of bespoke digital dictation and speech recognition software
- Supporting the deployment of bespoke digital dictation and speech recognition software
- On-going support of digital dictation and speech recognition software
- Acting in an advisory and consultancy capacity to all customers on general IT aspects that interact with our software / workflow solutions
- Creating both internal and external documentation for plans and software fixes
- Providing remote and onsite support as and when required
- Escalating highly complex issues to Senior Application Consultant
- Direct liaison and customer requirements gathering for new projects
- Direct liaison with 3rd party support to log and manage faults through to resolution and implementation on customer sites
- Completing visit reports, and customer reports in a timely manner to the highest level of quality.

The role will be office based, with travel to other company offices and customer sites, as and when needed.

ORGANISATIONAL RELATIONSHIPS

Accountable to: Implementation and Service Manager

Responsible for: n/a

ESSENTIAL SKILLS

- Very strong trouble shooter
- Very strong problem solver
- 4 years (minimum) supporting Windows XP and Windows 7 environments
- Strong USB hardware troubleshooting experience
- Strong experience in remote access technologies (e.g. RAS, VPN)
- Good knowledge and troubleshooting skills in Networking and TCP/IP knowledge
- Good knowledge and troubleshooting skills in Windows Server 2003 and 2008R2 environments
- Good knowledge and troubleshooting of Microsoft SQL Server 2005 and upwards
- Knowledge of software deployment skills and techniques, e.g. SCCM
- Strong ability in training end users, translating technical speak into non-technical speak
- Stakeholder Management
- Customer facing with excellent communication skills



DESIRABLE SKILLS

- Knowledge of NHS/Medical software
- Experience of working in a multi-stakeholder environment
- Experience of supporting customers in installing and maintaining enterprise software solutions
- Previous experience gained within either the legal or medical sectors would be highly advantageous
- Previous experience with digital dictation and speech recognition technologies

ESSENTIAL QUALIFICATIONS/EXPERIENCE

- Full EU driving licence

DESIRABLE QUALIFICATIONS/EXPERIENCE

- Providing support of Philips and Olympus software and hardware
- SQL Reporting Services
- IIS
- Web based applications
- Degree Qualified
- MCDST
- MCSA
- CCNA

Must have own car, as travel across the UK is a requirement of the role.

ABOUT US

G2 Speech was founded in 1998, since then we have polished and perfected the art of providing digital dictation, speech recognition and workflow management solutions. We successfully provide our products in the UK, Ireland, Belgium and Holland. Within the UK we currently deliver solutions to over 35 major NHS Trusts. Globally we have around 25,000 users accessing our product every day.

At G2 Speech, we believe that dedicated and friendly staff make a real difference in customer service and solution delivery.

