Application Consultant – Ireland

JOB DESCRIPTION

Do you have a passion for efficiency through IT solutions, with a detail oriented way of working, and willingness to interact with stakeholders at all levels, through various channels such as face to face, telephone, email?

At G2 Speech, you will work closely with project managers, product management, as well as our customer base to deliver high quality bespoke solutions to increase efficiency, reduce cost, and improve patient care. You will have the opportunity to consult, to find the right solutions, and also to feed back on the future direction of our products.

The role involves the following duties:

- Installation, migration, upgrades and testing of bespoke digital dictation and speech recognition software.
- Testing and implementing hotfixes
- Supporting deployment
- Providing on-going support
- 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 problem management.
- 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

G2 Speech provides a competitive salary and pension programme, laptop, mobile phone and a variety of other benefits.

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

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