

Application Support Analyst – London

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 application consultants, project managers and our customer base to deliver a high quality service.

The role involves the following duties:

- Provide 1st line support through taking calls, responding to emails and handling service tickets created on our incident management system (Kayako).
- On-going support of Digital Dictation and Speech Recognition software.
- Escalate unresolved calls to 2nd and 3rd line support.
- Log all calls in the Service Desk Call Logging system when required.
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- 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 with 3rd party support to log and manage faults through to resolution and implementation on customer sites.
- Testing of bespoke Digital Dictation and Speech Recognition software.
- Testing and implementing hotfixes of bespoke Digital Dictation and Speech Recognition software.
- Completing visit reports, and customer reports in a timely manner to the highest level of quality if required.

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

ORGANISATIONAL RELATIONSHIPS

Accountable to: Team Leader – Application Support

Responsible for: n/a

ESSENTIAL SKILLS

- Strong trouble-shooter
- Strong problem solver
- 1-2 years (minimum) supporting Windows XP, Windows 7 and Windows 10 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 2005 and upwards
- Good knowledge and troubleshooting of Microsoft SQL Server 2005 and upwards
- Knowledge of software deployment skills and techniques, e.g. SCCM



- Stakeholder Management
- Excellent communication skills and telephone manor

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

DESIRABLE QUALIFICATIONS/EXPERIENCE

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

G2 Speech provides a competitive salary and pension programme and a variety of other benefits.

