

## Job offer: Application Support Analyst

*Location: UK*

*Employment: fulltime*

*Department: Service*

*Rapports to: Service Delivery Manager*

Are you the results-driven Application Support Analyst we are looking for? Would you like to make a positive contribution to healthcare innovation? And are you looking for a new challenge within an international, professional and collegial environment? Then this is the place for you!

At G2 Speech, we understand the administrative challenges of healthcare professionals during the reporting process like no other. With our platform, SpeechReport, we offer, using advanced speech technology (based on AI and neural networks), diverse options for easily creating, correcting and managing medical reports from one central cloud platform including mobile apps and with a fully automated and flexible workflow.

### WHO ARE WE LOOKING FOR?

As an Application Support Analyst, you have knowledge of and affinity with healthcare, you are the first point of contact for our customers regarding first-line questions about our software solutions in the field of speech recognition and workflow management. You are experienced in a similar 1<sup>st</sup> or 2nd Line Engineering role. You have a service-oriented mindset, and you produce solutions to help our customers. You are part of our service team, and together with the team you initiate plans that contribute to a proactive and excellent customer experience. You have strong analytical skills, and you have a healthy ambition for self-development.

### OUR PERFECT CANDIDATE

We are looking for someone with a mixture of the below qualifications or willingness to learn about:

- Relevant bachelor's degree
- Microsoft 365 Certified (Modern Desktop Administrator Associate, Security Administration, Azure Administrator Associate) desired but not essential
- ITIL-foundation certified or comparable experience
- Background in IT, experience in setting up (Microsoft) modern desktop environment and Azure Cloud environment
- Experience in Virtualisation techniques (VDI, Citrix, VMware)
- Basic networking (WAN/LAN), VPN, DNS, Router and Firewall knowledge
- Basic SQL including SSAS knowledge
- Strong customer service skills and ability to communicate technical information to non-technical users
- You represent the interests of our customers
- Excellent command of English, both speaking and writing,
- Commercial awareness and effective communication skills
- You enjoy working in a multi-stakeholder environment
- Analytical, decisions are based on facts
- A general can-do attitude and a willingness to learn

### RESPONSIBILITIES

- Provide technical support to our clients via phone, email, and remote access tools
- Troubleshoot and resolve hardware and software issues for Microsoft servers, desktops, laptops, printers, and other peripherals (I.e., DPMs, SpeechMike)
- Install and configure software
- Escalate complex issues to 3rd line team or vendors as needed
- Document support requests and resolutions in our ticketing system
- Create reports for customers and external departments for data requests.
- Update customer licenses
- Maintain and update Helpdesk documentation.

### OUR BENEFITS

- Working for an international company with an informal atmosphere and short lines of communication
- An engaging role that provides considerable autonomy.
- Working in an entrepreneurial, ambitious and professional environment
- A competitive salary
- 20 vacation days
- Hybrid working
- Travel to maintain contact with customers and colleagues
- Laptop
- Onboarding program
- Internal and external training to support you in your role
- Retirement program

Will you be our new Application Support Analyst? We are looking forward to your reaction! Send your resume and letter to [recruitment@g2speech.com](mailto:recruitment@g2speech.com).

### ABOUT G2 SPEECH

G2 Speech, located in the Brainport area in the south of the Netherlands, develops, implements and maintains innovative software solutions for speech recognition and workflow management for general and academic hospitals, mental health care, rehabilitation institutions and chain partners. The company has approximately 70 employees and has been active in the healthcare software solutions market in the Benelux, Ireland and the United Kingdom for almost 25 years.