



TECHNIDATA IS RECRUITING

A Support Analyst

COMPANY

With a background of 30 years of experience and knowledge in the organization and management of Laboratory Information Systems, TECHNIDATA provides the design, distribution, installation and maintenance of solutions.

TECHNIDATA is a subsidiary of the TSS-CSI group, a leading vertical software publisher in Europe and worldwide with annual revenues of more than €2 billion. TECHNIDATA is an ISO 9001 and 13485 certified software publisher in the field of IT solutions for medical laboratories.

With more than 650 customers worldwide, we hire 150 people in six subsidiaries all across Europe, America and Asia.

To support our international expansion, we are recruiting a **Support Analyst**.

JOB DESCRIPTION

- An exciting position has become available for a full-time, enthusiastic, and self-motivated Applications Support Analyst, based in Warrington.
- The Applications Support Analyst assists customers with the triaging and resolution of software-related problems within their clinical pathology departments via email and phone and provides remote technical support.
- Your responsibilities include:
 - Provide first-line support: call logging and documenting, core desktop support, remote takeover, and escalation of issues to technical specialists
 - Support and educate end users through your own technical knowledge
 - Ensure proactive monitoring and reporting of recurring issues to the Senior Applications specialists
 - Provide support for internal IT systems
 - Handle calls and requests for help but wouldn't be travelling to site.

- Attractive remuneration package according to profile and experience, with a complete and competitive benefits package.
- Generous annual leave entitlement
- Excellent private healthcare and pension schemes
- The chance to join a well-established company working in the healthcare sector
- Be part of a fantastic team
- Workplace: Warrington – WA3 6AE
- Permanent full-time job



PROFILE

- A-Level/BTEC or similar, or experience of working in an IT or clinical environment
- Experience in pathology, pathology IT and/or laboratory IT systems is advantageous
- A working knowledge of all Microsoft Office applications
- Excellent written and verbal skills, with the ability to communicate technical concepts to end users in terms they will understand
- Ability to work both autonomously and as part of a team

Our client is an equal opportunities employer and they welcome applications from all suitably qualified persons regardless of their sex; religious or similar philosophical belief; political opinion; race; age; sexual orientation; or, whether they are married or are in a civil partnership; or, whether they are disabled; or whether they have undergone, are undergoing or intend to undergo gender reassignment.

If you're the ideal candidate our client is looking for, please apply and become part of the TECHNIDATA adventure!