



## Job Description

**Position:** Customer Support Analyst

**Company:** X-Lab Ltd

**Location:** Leeds

**Salary** £ (depending on experience), training package & pension

### **About X-Lab**

X-Lab Ltd are based in Leeds and are changing healthcare with intelligent software solutions. Formed in 2006 by staff and students from the University of Leeds, our company has built a national reputation for successfully delivering ground breaking digital health within the UK NHS, the private sector and on an international scale. Our innovations focus on designing digital solutions that transform healthcare through challenging the way its providers think and work.

At X-Lab, our team are our most important asset and the success of our solutions arises from the passion, determination and skill-sharing of our diverse staff. X-Lab looks for enthusiastic, self-motivated and organised candidates to fill our roles. Regardless of what position you are applying for, our team is made up of keen problem-solvers who are willing to learn new skills and push their limits. Communication is key between individuals and areas of the company to ensure that our solutions are progressing to their highest potential, our customers are looked after and that our team are happy.

Our office environment cultivates a strong sense of team-work and, in return, we want members of the X-Lab team to hold a strong sense of accountability to their colleagues, customers and the company. X-Lab has a relaxed office environment and productive atmosphere. From table-football tournaments to regular socials, we offer a stress-free setting for making our important work a reality. However due to the current climate, we have also embraced home-working and have systems in place to ensure that we continue to have a collaborative, agile and innovative way of working.

### **Principal Accountabilities:**

The Customer Support Analyst will provide effective IT assistance across all aspects of the business and will provide back up and support to the Service manager. The position is responsible for supporting and maintaining operating systems and maintenance of all IT-related hardware/software. The position provides exposure to a broad range of IT-related projects and activities. This includes day to day operational aspects such as:

- Systems Monitoring
- Regular audit of all tickets sent in by NHS Customers
- First point of call for all systems enquiries
- Assist with the provision of first line support for client queries and issues and escalating where appropriate
- Ability to triage tickets, problem solve and improve customer experience
- Diagnosing and resolving system issues– managing these through to completion and ensuring excellent communication is maintained with the client



- Escalating IT issues to the IT manager where necessary
- Escalating problems where necessary to management or third-party suppliers
- Diagnosing and resolving technical issues on your own or as part of a team
- Undertaking small- to medium-sized IT projects as instructed by the Service Manager
- Performing miscellaneous job-related duties as assigned by the Service Manager
- Ensuring that a high level of customer service and support is provided to all internal and external customers
- Performing basic administrative support duties, as required, to meet specific operational objectives
- Assist with troubleshooting and resolving infrastructure issues
- Excellent written and verbal communication skills
- Ability to support Technical Project Managers in schedule migrations, synchronisations and installations of work collaborating with internal teams
- Tracks and review progress of software releases and resolution of issues via X-Lab in-build system
- Ensures project documents are complete, current, and stored appropriately.
- Devise and manage system demonstrations and training sessions for new and existing customer either face-to-face or remotely
- Tracks and reports time spent on individual projects on a regular basis, i.e. via a time recording system
- Continually seeks opportunities to increase customer satisfaction and deepen customer relationships
- Report to the Service Manager.

### **About You - Personal Qualities and Skills**

- Excellent communication skills - to have the ability to communicate at all levels of different types of stakeholders, using a variety of methods
- Excellent IT skills
- Ability to work flexibility hours and shift rotation
- Some experience of software implementation is desirable
- Ability to work unsupervised, using initiative and working proactively and efficiently
- Eagerness and willingness to learn the business is essential for this role to be performed effectively
- Excellent organisational skills
- A strong desire and focus on continued improvements and personal development
- A desire to be part of an overall team and achieve team goals
- To continually strive to improve overall firm effectiveness
- Strong communicator
- Excellent problem-solving skills
- Proven ability to work under pressure and with other people
- Strong time management and self-motivation skills
- A lateral thinker
- ITIL Foundation desirable
- Keeping up to date with current industry trends and emerging technologies and best practices



**Application Instructions:** If you are interested in the Customer Support Analyst role, please email your CV with a covering letter to [careers@x-labsystems.co.uk](mailto:careers@x-labsystems.co.uk)