



Job Specification

Position: Customer Support Analyst

Company: [X-Lab Ltd](#), Joseph's Well, Leeds, LS3 1AB.

Starting Date: ASAP

Salary: £22 - £26K

Reporting to: Service Manager

X-Lab is currently offering an exciting role for a Project Manager to join their growing team. This is a great opportunity to join a fast-growing healthcare technology business for someone who will manage multiple complex projects globally.

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 to the UK NHS, the private sector and on an international scale.

The drive to build digital technologies that will transform healthcare runs through the heart of X-Lab's company ethos. Our multi-disciplinary team have varying professional and academic backgrounds and share a common passion for improving healthcare through the development of more efficient, safe and cost-effective solutions.

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, push their limits and apply themselves across the business. Communication is key between 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 teamwork 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. Due to current circumstances, the X-Lab team are working from home and will support the successful candidate to integrate into the team and provide the relevant training remotely.

About the Role

The Customer Support Analyst will provide effective IT assistance across all aspects of the business and will provide backup 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.

You will be responsible for:

- 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 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

- 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

How to apply

If you are interested in this role, please email your CV with a covering letter outlining your suitability, to careers@x-labsystems.co.uk