

We're currently recruiting for a Service Desk Support Analyst to join our busy Leyland Head Office support team.

Do you have a passion for technology, great technical skills and an inherent belief in delivering great customer experience, then this would be a great opportunity for you if you'd love a career in IT but just need a break getting your first role.

With around 130 people in Leyland and a near 40% market share we're one of the UK's largest developers of pharmacy and optometry software solutions. We pride ourselves on the quality of our products.

The role

You will be joining a technical service desk team of c.20 analysts providing support to a UK wide client base. You'll deal with around 15 to 25 calls per day of varying degrees of complexity covering the company's pharmacy software and healthcare solutions, as well as a range of general IT issues covering both hardware and software. You'll be working to different service levels and KPI's, but at all times you'll provide exceptional customer service ensuring a superb customer experience. You will be based in a modern, open plan office in Leyland, working in a friendly and supportive environment.

Is this you?

- You love IT and technology and have a great understanding of tech. You probably fix computers in your spare time and help friends and family with technical issues. IT is not just a job for you - it's a passion!
- You've probably studied IT at school, college or University and may have a CompTIA certificate or similar. You definitely want to work in IT and are looking to progress on the career ladder with a company that will train and develop you, giving you a path into more technical roles.
- You already have customer service experience, probably in a phone based role, and an inherent belief in delivering superb customer service and a great customer experience every time.
- You're friendly and confident with an excellent telephone manner, keep calm under pressure and want to learn new skills and expand your technical knowledge.

What we can offer you

We're offering a competitive salary with a superb range of employee benefits - including matched pension, health cash plan and a well-being allowance - plus personal development and opportunities for your career progression longer term.

You'll be joining our friendly, supportive and focused team working in modern, open plan offices with breakout spaces and a great eating/relaxing area. Our team enjoy a variety of work-related events as well as regular social activities in and out of the office.

We promote a culture where everyone pulls together; we're really passionate about the solutions we deliver and the impact they have on healthcare services all across the UK.

Other info

Permanent, full time, Leyland office based

Salary £17.5k plus excellent benefits package, training and career progression

If you'd be interested in joining our team in Leyland, please [apply now](#) with an up to date CV and contact details, thank you.

(Please note: sponsorship is not being offered, so you do require full right to work for the UK before applying)