

**Do you have a passion for technology and want to build a career in IT? Do you have natural customer support skills and an inherent belief in delivering great customer experience time after time? Then this could be just what you're looking for.**

**We're recruiting for IT Service Desk Support Analysts for our Dundee team - and we provide full training....**

#### **Your next role?**

You'll be joining a technical service desk team providing support to a UK wide client base within GP Practices, hospitals and emergency services. You'll deal with around 15 to 25 calls per day of varying degrees of complexity covering the company's clinical 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

#### **Is this you?**

You've a passion for IT and technology, building or fixing computers in your spare time and helping friends and family with technical issues. You've probably studied IT at school, college or University and may have a CompTIA certificate or similar. You're looking to build a career in IT and want a company that will support and develop you, giving you a proper career path and future opportunities.

You already have customer service experience and IT skills, probably developed 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 offer**

We're offering a competitive salary with an excellent 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 part of a friendly and focused team working with our UK healthcare clients.

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. Our teams enjoy a variety of work-related events as well as regular social activities in and out of the office.

#### **Other information**

Full time, permanent role, Dundee

(Please note: this role will temporarily be working from home due to current Covid situation – kit supplied – but will be based in the Dundee office thereafter)

£16k -18k plus our excellent benefits package

If this is just the role you've been looking for, please [apply directly](#) on our recruitment portal or email any queries to our recruitment team [here](#), thank you.