

We're currently recruiting for Service Desk Support Analysts 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, will be Leyland office based (currently working from home due to Covid)

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)