

We're currently recruiting for a Service Desk Support Analyst to join our busy Leyland Head Office support team. 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 50% 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 17 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've got a passion for IT and technology, possibly fixing computers in your spare time or helping friends and family with technical issues.

You're great with customers, with a friendly, helpful and upbeat personality and an inherent belief in delivering great customer experience every time.

You may have a degree in IT or a CompTIA certificate or similar. You definitely want to work in the field of IT and are looking for your first step on the career path into a more technical role.

You 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)