

Job Description



1st Line Support / Customer Education Analyst

Background

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

Datix aims to build and promote a culture of safety within healthcare organisations, recruiting professionals who are passionate about improving healthcare and championing technological innovation. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in the USA and Canada as well as customers in Europe, Australia and the Middle East. Datix has offices in London, Chicago, Washington DC and Melbourne, with partners in the Middle East, Australia and New Zealand.

We develop, maintain and support our own software and provide training and consultancy services to allow our customers to get the most benefit.

We are committed to the patient safety community and we now support some of the world's largest incident reporting systems. In line with our mission to reduce harm to patients, we are looking to appoint a 1st Line Support / Customer Education Analyst to join our Support and Professional Services teams.

The Role

The role will work across both the Professional Services and support teams. Approximately 50% of the role will involve delivering education to end users through remote methods such as Webex or GoToMeeting. Occasional on-site work may be required from time to time. The remaining 50% of the role will involve supporting our clients in their day to day use of the software, and providing small bite-sized training sessions to assist them with their needs.

This is a client facing role and will require close cooperation with other members of the support and professional services teams to deliver best-in-class outcomes for the client.

The role will report to the Group Support Desk Manager, with operational reporting to the Professional Services Manager, with excellent progression prospects for the right candidate.

Responsibilities & Duties

- Candidates must be of graduate calibre with excellent written and verbal English.

- Plan and facilitate online trainer-led sessions from the Datix offices based on training team's standards
- From time to time, assist with the build of professional self-paced e-learning products, and configuration of customer's Datix systems.
- Provide a 1st line support service to our clients through a variety of media (e-mail, telephone, live chat, Webex, etc)
- If a support request cannot be solved by a 1st line analyst, gather appropriate information and escalate to 2nd line team.
- Schedule and conduct small "bite-sized" training sessions to resolve 1st line support requests when necessary.
- Assist in updating course materials and marketing material
- Assist in testing new versions of the software, from time to time.
- Establish and maintain a solid understanding of the Datix software
- Establish and maintain a solid understanding of the context of how the software can be used in the real world

Skills, Qualities & Experience

Required

- Strong Analytical ability to troubleshoot and diagnosis technical software and implementation issues
- Ability to deliver a professional image
- Excellent oral and written English communication skills, including business and phone etiquette
- Knowledge of software implementations, system workflows, implementation best practices, and project management
- Self-motivated team player with strong inter-personal skills
- Fast learner with the ability to absorb complex software information quickly
- Ability to translate sometimes complex technical information in to a form that less technically savvy users are able to understand.
- Ability to prioritise workload to meet agreed SLA's
- Self-motivated team player with strong inter-personal skills

Desirable

- Experience of working in the UK healthcare market, preferably in the patient safety or risk management
- Experience in using the Datix application
- Experience implementing or training on software systems would be a benefit

- Experience in a customer facing support role

Package & Benefits

This role comes with an excellent salary and benefits package. Including, 25 days holiday a year, private medical insurance, company pension, death in service cover, subsidised gym membership and discounts on various goods and services through the Datix rewards scheme. If you wish to apply for this role, please forward your CV with a short cover letter to careers@datix.co.uk.