

Job Description



2nd Line Application Support 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 2nd Line Application Support Analyst to join our Support team.

The Role

The successful applicant will join our Application Support team to assist our users in resolving more complex issues or queries, relating to the Datix Cloud IQ application. While the primary focus of this role will be to provide support for Datix Cloud IQ, the successful application will also be required to provide support for our existing DatixWeb product from time-to-time.

The role will work directly with our customers, partners, and internal stakeholders to resolve issues with the Datix application that cannot be solved at the 1st line tier.

The role will report to the Application Support Manager.

Responsibilities & Duties

- Respond to support queries from Datix customers and internal users from across the UK and abroad.

- Document all diagnostic and resolution activities in the Case Management System, and create/update knowledge base articles where appropriate.
- Where necessary, replicate issues experienced by customers on Datix internal systems and provide detailed replication steps.
- Where a defect is suspected or confirmed, create a ticket with all of the appropriate information and coordinate the necessary teams for resolution of the issue.
- Analyse application logs, where necessary, in order to determine the root cause of application functional issues.
- Drive a “Self Service” approach to issue resolution by continually reviewing and updating customer-facing documentation and ensuring its accessibility.
- Maintain high quality relationships with internal teams, and coordinate them to assist in the resolution of more complex support issues.
- Constantly evolve product knowledge to ensure that the 2nd line team maintains a deep and thorough understanding of all application functions.

Skills, Qualities & Experience

- Excellent oral and written English communication skills, including business and phone etiquette
- At least 3 years prior experience providing 2nd or 3rd line support for a highly configurable web-based application.
- Strong analytical ability to troubleshoot and diagnose technical software and implementation issues of an internally developed product.
- 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.
- Prior experience of the Datix application is desirable, but not essential.

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.