

Job Description



Application Support Manager

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 an Application Support Manager to join our Customer Success team.

The Role

The Application Support Manager takes overall responsibility for the support services provided by both our UK and US teams. Working with a team of 1st and 2nd line analysts, the Application Support Manager will work to solve support queries raised by our customers and take responsibility for the quality and timeliness of support provided.

The role will report to the VP Customer Success.

Responsibilities & Duties

- Take overall responsibility for the output generated by the support team including:
 - Ensure that knowledge of all analysts is consistently high.
 - Quality of documentation, KB articles and ticket responses.
 - Education delivered to customers via the Support Team is of a high standard.

- Resolutions are delivered within agreed SLA's.
- Respond to support queries from Datix customers across the UK and abroad.
- Act as a final escalation point for tickets that the team are unable to directly resolve.
- Document all diagnostic and resolution activity in the ticket management system, and create/update knowledge base articles as appropriate.
- Where necessary, replicate issues experienced by customers on Datix internal systems, and provide detailed replication steps.
- Act as a liaison point between the Development and Support teams to ensure defects are resolved in a timely manner, and more complex issues are scheduled for development review.
- Maintain high quality relationships with our clients, communicating regularly throughout the diagnostic and resolution process.
- Identify and implement opportunities to improve the journey that our customers take throughout the support process.
- Regularly review customer satisfaction survey results and work with customers to resolve and improve on any challenges identified.
- Create, update, and regularly run appropriate reports for the senior management team.

Skills, Qualities & Experience

Required

- A thorough understanding of how the Datix application is used by our customers.
- Experience in leading and mentoring a team.
- Strong analytical ability to troubleshoot and diagnose technical software and implementation issues.
- Delivery of a professional and courteous image at all times.
- Excellent verbal and written English skills, including business and telephone etiquette.
- Fast learner with the ability to absorb complex software information quickly.
- Ability to translate often 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 interpersonal skills.

Desirable

- Prior exposure to the Zendesk and Jira ticket management systems.
- Previous experience delivering support, education, or implementation services to Datix customers.
- Development and delivery of reports to prove team effectiveness.

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.