Support Application Specialist
Vacancy 16.04.21

Your role will involve providing support to our growing client base by logging calls, resolving existing customer support requests and keeping customers informed on progress using our in-house Support Portal. Your responsibilities will involve solving problems related to our suite of Radiology applications, operating systems, networks and databases.

As an Application Specialist, your responsibilities will include:

- Providing a professional and customer-focused service through the life cycle of each support ticket and manage customer expectations by keeping the client informed of ticket progress.
- Recording all incidents and requests, ensuring that relevant details are captured in line with the service desk standards.
- Investigate and diagnose incidents by providing 1st line support, gathering and analysing information to identify and resolve a range of technical issues such as hardware, software, application and network incidents with the objective of restoring normal service as quickly as possible.
- Communicating with the customer via our online Support Portal, telephone and email.
- Liaising with 3rd party suppliers where necessary, logging tickets as required and acting as a central point of contact.
- Monitoring and tracking incidents/requests and escalating these incidents where necessary to other resolver groups/line managers.

The correct candidate will preferably have knowledge or experience in the following:

- Good understanding of Microsoft Windows and MS Office.
- Microsoft SQL.
- Strong written and verbal communication skills.
- Degree or any other IT relevant qualifications.

The successful candidate will need some experience but can expect to receive training in the following fields:

- Microsoft Windows
- Microsoft Server
- Microsoft SQL Server
- HL7, DICOM, PACS
- Radiology Information Systems (RIS)
- Voice Recognition
- Mobile App Support (Apple and Android)
- Networking

The salary for this role is £22,000 to £24,000 depending on experience.

Please note; Soliton IT is fully set up for a remote interview and is following Government guidelines on the Covid-19 outbreak.

To apply:

Please send your application and CV to recruitment@solitonit.com
~ no agencies please ~