

Job Description – Support Technician



Based at: Business and Innovation Centre, Sunderland

Job Purpose:

- Act in an operational support capacity, monitoring the company's software products, raising and resolving incidents on behalf of Apollo customers and General Practice (GP) Surgery staff.
- To provide first and second line support to Apollo Customers and GP surgery staff, investigating incidents with the company's software products via phone and remote support tools.

Duties and Responsibilities – Apollo Applications Support

- To remotely monitor the company's software installed on internal data centres, external data centres and GP practices,
- To raise incidents for failures and errors found during monitoring and other support duties and resolve these incidents.
- Liaise with Apollo customers on a daily basis on the progress of incidents, being able to explain technical issues in a customer friendly manner.
- Raise incidents with third parties including clinical system providers, own and progress these incidents to resolution, escalating where necessary.
- Plan and organise installation, upgrade, reinstallation and project completion activities with the customer and GP practices.
- Plan incident resolution activities with the customer and GP practices.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- To provide first line support by application of known fixes and other typical first line support tasks.
- To provide second line technical support, resolving more complicated incidents, connecting to internal data centres, hosted environments and using desktop connectivity software.
- To take ownership of incidents and be pro-active when resolving them.
- Support users in the use of the company's software by providing necessary training and advice.
- To raise problems identified in incidents with technical and development teams.

Other Duties and Responsibilities

- Produce weekly/monthly reports for customers and the Management Team.
- Lead or take part in regular telephone conferences with the customers addressing issues raised.
- Keeping accurate and up to date issue logs for customer telephone conferences.
- Participate in the support handover of new projects/products from the Development Team.
- Carry out in-house system testing.
- Provide input to specifications for software solutions, workarounds, new products, support tools and other software products and services.
- Carry out any other associated duties as specified by management.

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Skills / Attributes Required

- Ability to plan and organise daily, weekly and monthly support activities in a logical manner, ensuring all customers receive support services.
- Ability to develop simple support scripts and support tools for internal use, using .net, VB, etc.
- Experience of planning and organising large volume installations/rollout and upgrades for customers, producing e customer and management reports on progress.
- Experience of direct liaison with customers in telephone conferences or meetings.
- Excellent telephone manner and customer care skills.
- Demonstrable knowledge of Microsoft based PC and server operating systems with emphasis on typical windows operating systems in use.
- Proven network experience in troubleshooting/diagnostics of TCP/IP, IP Config, DNS, firewalls, permissions, etc.
- Good understanding of PC and common server hardware set-up and configuration.
- Good knowledge and understanding of how software applications work, being able to understand and differentiate between the files and components required for them to operate.
- Ability to troubleshoot complicated technical issues using only remote connection facilities or over the telephone.
- Hands on approach and a willingness to learn.

Desirable but not essential

- Experience of supporting multiple and complex data warehouse environments.
- Experience of working for a hosted service provider.
- Experience of working with GP practices or providing IT services and support within or for the NHS.
- Experience of installing or supporting clinical systems such as EMIS Web, INPS Vision, TPP SystemOne, Microtest.
- Resolving incidents where the following technologies are used, SQL, SQL Server, PostgreSQL, Interbase, Firebird.
- Experience of supporting applications with links to external third party services such as mobile phone texting or letter processing services.