Streets Heaver Healthcare Computing

Job Description

Job Title:
Operations Analyst

Main purpose of role:
Deliver exceptional customer experiences and implement innovative software solutions. This role combines elements of both project implementation and customer support, ensuring that projects are executed smoothly, and customers receive timely and effective assistance.

Annual salary:
£29,000 per annum

Employment Type:
Full time

Job location:
Lincoln - Hybrid working (with in office contract) – Minimum of 2 days in the office per week with regular in-office team meetings each month – You can expect to be in the office around 8-10 days a month.

Reporting to:
Operations Team Lead

Duties and Responsibilities:

This role splits time between Application Support and Project Implementation teams. Duties include:

1) **Support and Troubleshooting:** Investigate, respond to, and resolve user-reported issues promptly via phone and email.
2) **Ticket Management:** Record all support interactions meticulously in our support ticketing system (Freshdesk), categorise support tickets accurately, and manage your ticket queue efficiently
3) **Implementation Tasks:** Collaborate with the team to configure products according to project scope.
4) **Data Analysis:** Identify and resolve data inconsistencies.
5) **SQL Updates:** Execute SQL updates to address client data issues and generate customised reports as needed.
6) **Meeting Facilitation:** Organise and actively participate in both internal and external meetings.
7) **Documentation Management:** Regularly update project documents, including plans and reports.
8) **Client Relationship Building:** Serve as the client contact during a project, fostering positive relationships through regular communication and support.
9) **Go-Live Support:** Provide onsite or remote assistance during the go-live process to resolve issues.
10) **Environmental impact:** Promote sustainable practices to minimise the company's carbon footprint and waste.

Essential skills

- **Technical Skills:** Demonstrate excellent all round IT skills
- **Customer Service Excellence:** Be a true 'people person' with an awesome approach to customer service (particularly with high profile customer group)

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- **Effective Communication**: Exhibit strong oral and written communication skills, effectively conveying technical information to diverse audiences with clarity and precision
- **Analytical Problem-Solving:** Showcase outstanding problem-solving skills with a keen analytical mind, enabling swift and effective resolution of complex issues
- **Efficient Workload Management:** Display excellent workload management skills, efficiently handling multiple tasks with a focus on prioritisation to meet deadlines and service level agreements.

Desirable skills

- **Experience in a Similar Role:** Show insights and skills from a technical implementation or system support analyst role.
- **Familiarity with Project Planning Software:** Have previous knowledge of project planning software is a plus.
- **SQL Proficiency:** be comfortable with querying databases or have experience with data manipulation.
- **Understanding of Healthcare Settings:** Have knowledge and experience in healthcare settings are beneficial.
- **PRINCE2 or Similar Project Management Qualification:** Demonstrate commitment to effective project delivery.
- **Degree Level Qualification and/or Experience with Related Technologies:** Relevant educational background or experience.

Why you should pick us:

- **Dedicated PDP time:** We give you dedicated time to be spent on your personal development each week.
- **We'll help grow your knowledge:** We have a dedicated internal Learning and Development department to help upskill you throughout your career with us.
- **Everyone needs a break sometimes:** We give 22 days' annual leave, plus bank holidays (increasing with service.)
- **To help you celebrate:** We provide an extra day off for your Birthday.
- **Make a difference:** Enjoy an extra day off annually to dedicate to volunteering and giving back to the community.
- **Team building is important:** We have a departmental outings budget so everyone can get to know each other outside of work. We also have regular companywide events.
- **New starter WFH allowance:** Outside of your technical equipment, which we of course provide, we also give £100 Work from Home Allowance to go toward anything else.
- **Thinking of the future:** We have Pension & Private Healthcare Insurance schemes.
- **Drive green:** Take advantage of our electric car leasing scheme via salary sacrifice.
- **Stay active, earn rewards:** We provide MyZone fitness watches to help you stay active and healthy. By consistently engaging in physical activity, you can earn up to 3 extra days of holiday per year — a great way to boost wellbeing and reduce absence.

Employment is subject to:

- Successful completion of DBS check with annual renewal
- Proof of eligibility to work in the UK

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The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.