



Application Support Analyst - A progressive learning experience

Come work as an Application Support Analyst at a growing company that offers exceptional benefits with opportunities to advance and learn alongside a growing team of technical excellence.

### The Company

Alertive are a well-established, proven supplier of enterprise software solutions specialising in providing critical information to frontline healthcare workers. Our products are typically used in mission critical processes within healthcare as well as some private organisations. We have an established market presence in a number of large NHS trusts and are looking to accelerate our growth.

We offer a non prescriptive environment and if you see yourself thriving in a culture that instils trust, pulls together through challenges and most importantly believes that our technology can make a positive change then join us.

- We are on the cutting edge of messaging technology.
- We can promise it will be challenging, rewarding and you can make a difference.

### The Position

We are looking for a full time experienced Application Support Analyst to proactively and reactively diagnose and troubleshoot application problems raised by our customers.

The role is a key part of the Application Support Team who is responsible for providing a high-quality service 24/7 to our customer base. This involves both pro-active mechanisms such as monitoring system and service reviews to having the ability to respond quickly and efficiently to any incidents.

Salary is £22-24,000 per annum. Flexible, remote working is possible. 25 Days holiday and Bank and Public holidays per annum.

As part of the application process you will receive an email copy of your Workplace Insights. This is your unique profile which identifies your strengths and potential challenges, heightening your self-awareness and helping you understand how to relate better to others in the workplace. Enjoy the read, we trust you will find it helpful.



## Key Responsibilities

- Provide first line duties by answering incoming queries and problems by phone, email and Zendesk helpdesk software
- Gain a good understanding of the customer's business practices/procedures, business drivers and culture.
- Able to multi-task and prioritise work towards agreed SLAs
- Demonstrate exceptional problem-solving skills to quickly and efficiently resolve issues raised to the support team
- Have some understanding of mobile application development and the overall software development lifecycle
- Perform application configuration updates and upgrades (some knowledge of cloud computing principles desirable (Azure and Amazon Web Services))
- Maintain a good understanding of new product developments and projects
- Provide out of hours cover (on a rota-based system)
- Help update and develop procedures and documentation within the team

## Key Requirements

- Experience in working as part of a team
- Excellent communication skills, with the ability to communicate effectively across all levels of the business and build strong effective relationships with customers
- A problem-solver who is able to systematically think through the facts, diagnose the situation, and find accurate and workable solutions in potentially pressurised situations.
- Some working knowledge of HTML, CSS, JavaScript and database technology advantageous
- Experience of ITIL service delivery principles would be advantageous

## Benefits

Our benefits package is designed to engage, reward and protect our people. Our personalised platform makes accessing your benefits easy and convenient.

- Pension & Financial support
- Cycle to Work Scheme
- EV & other car salary sacrifice options
- Retail discounts
- Regular in-house coaching
- GP access through Docotorline
- Mental Health Support through Togetherall.

## The Location

Alertive is head quartered in Derby, situated on the banks of the River Derwent, famous for setting in motion the industrial revolution and of course it's well supported football team at Pride Park Stadium!

We operate as a remote team enabling talent from all over the UK to join our mission. Office and company days are on hold at the moment, but we are looking forward to gathering when restrictions allow.

## Our Values

Sustaining a positive, engaging culture is key for our people. Collectively we are driving forward to make an impact on the future of healthcare delivery. Throughout the journey these are our values that drive us;

Clear Communication is essential to be understood.

Humility is a willingness to listen and learn which leads to respectful relationships.

Diversity of strengths, ideas and backgrounds brings about the best results.

Resilience leads to achieving what is worthwhile.

Innovation Partners means we move forward together.

Check out life at Alertive and our up to date news on our page. [LinkedIn](#).

We believe diverse perspectives, backgrounds and skills make a better company. We're keen to recruit people from a range of backgrounds regardless of age, disability, gender, sexual orientation, parental status, race or religion.

Alertive collects and processes personal data in accordance with applicable data protection laws. If you are a European Job Applicant see the [privacy notice](#) for further details.