Job
[Gary Holt](#) · Mar 17, 2022

UK Job Opportunity for Cache Ænsemble Support Analyst

In addition to the previously advertised Cache/Ensemble developer role we also have a requirement for a Cache/Ensemble Support Analyst at SystemC in the UK.

SystemC are looking for a talented and experienced Support Consultant to join our CarePlus team where you will have a pivotal role within the team, providing technical support to our customers.

You will be expected to work alongside the development team, customers, third parties and wider internal teams to support the product capabilities and as the product and company portfolio continues to develop there would be opportunities to expand your technical skills.

Although this role is remote there may be a need to travel to SystemC offices which are UK wide.

Skills and Experience:

- You will need to have solid experience in a technical support role
- Take ownership and project manage technical issues from initial reporting through to resolution
- Experience with Intersystems Cache/Ensemble
- Be able to test, verify and report issues
- Experience with healthcare software
- Data Migration experience
- Creating support documentation to be used internally as well as by customers
- Assist internal teams and customers with technical issue, enquiries, research and discovery
- Be able to answer questions and troubleshoot issues which could include third party integrations
- Comfortable handling complex issues with confidence and in a tactful manner
- Excellent communication skills, both written and verbal
- Good team-worker who is passionate about building positive working relationships
- Self-motivated with good time management/organisations skills especially around meeting customer SLAs
- Successful in working to tight deadlines in a busy, challenging environment
- Experience in the use of supporting systems: Jira, Microsoft Office etc
- Good understanding of an Agile framework
- Demonstrated ability to learn and acquire new products, technical skills and best practices
- Any Java/HTML development experience would be a bonus
- Willingness to travel to a company office, when required.

Link to job opportunity: https://www.systemc.com/careers/support-analyst/02/

Please apply in writing, sending a covering letter & CV to hrrecruitment@systemc.com

[#Job Opportunity](#)