

Support Consultant - Software Applications

Ardentia Ltd is a leading provider of Health Informatics to the NHS and Microsoft Gold Partner. Based at our head office in Stafford, our highly experienced teams of specialists have developed a range of world class technologies centered round data warehousing, data entry, and business intelligence. We have a requirement for Support Consultant to work with our expanding user base throughout the UK as part of our Customer Support Team.

The applicant must have experience supporting UNIX and Windows style IT systems. Applicants with experience of supporting Java based web based applications will be of particular interest as well as practical use of SQL Server 2005 Analysis Services (basic cube development) and Integration Services.

Previous experience of databases (familiarity with basic DBA activities) is required. Applicants will be involved in new installations and upgrades at customer sites on a regular basis. Applicants should have experience in a similar role demonstrating practical use of the technical skills described and who are flexible, able to learn new concepts and technologies, thrive on team work and have excellent customer facing skills.

Primary Requirements

- Previous experience in a similar role
- RDBMS structures, SQL and SQL Server 2005/Data warehousing skills
- Experience of SQL Server 2005 Analysis Services
- Experience of SQL Server 2005 Integration Services
- Basic DBA activities
- Experience supporting web-based technologies
- Ability to deal effectively with staff at all levels
- Excellent telephone and customer facing skills
- Experience using help desk software e.g. Marval
- Experience in Microsoft Office including EXCEL and WORD

Secondary Requirements

- Knowledge of ITIL principles
- Oracle skills
- UNIX scripting skills
- Java expertise (J2EE)
- ASP.Net

General Requirements

- Willingness to travel with regular work at customer sites and away from home.
- Driver with own car
- Ability to see each task through to completion
- Customer focus
- Good team player

Excellent Salary with comprehensive benefits package - details upon request.

NO RECRUITMENT AGENCIES