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**IT Application Support & Test Analyst**  
**£18 – 25k**

IT Application Support & Test Analyst required for a permanent position based in St Neots, Cambridgeshire. Working with specialised applications which monitor and report the safety and quality of human and veterinary pharmaceuticals.

Assured Information Systems Ltd is a leading supplier of pharmacovigilance software and services to the pharmaceutical industry. Assured's product range is highly specialised and as a result, the support calls we receive require detailed investigation and careful management. This involves recreating the issue, investigating the underlying Oracle database and liaising internally with product managers, developers and other support staff.

Main duties:

- Provision of 1st/2nd/3rd line support
- Investigation and resolution of customer issues
- Development and delivery of structured telephone and on-site training to customers
- Development / execution of in-house software testing scripts

We have a prestigious customer base; hence the ability to build strong relationships with our customer contacts is essential. We are looking to recruit a hard working individual who is willing to learn and adapt to the challenging nature of this position. Relevant training will be provided along with opportunities for career development into other areas of the Company.

Applicants must possess a relevant degree qualification or equivalent as a minimum educational standard, be proficient in Microsoft Office packages and have a minimum of 12 months relevant experience. SQL or XML skills would be highly advantageous. The ability to work accurately within the structure of formal procedures is essential.

Please submit your CV by email to [keith.edmonds@assured.co.uk](mailto:keith.edmonds@assured.co.uk) outlining how your skills and experience would bring value to Assured in the position applied for, along with your salary expectations.

**We request that no agencies apply nor contact us as a result of this advertisement.**