

Technical Trainer

Permanent

Working from Hammersmith office

Up to £27,000

Who we are

At iPLATO we are more than a tech company, we are revolutionising the health care industry, we are committed to delivering powerful work, value and having fun while doing it, we help healthcare commissioners transform patient care through Health Tech.

Serving millions of patients and thousands of healthcare professionals every day we are a leader in mobile health in the UK. Across this network we run campaigns to include the promotion of stopping smoking and childhood immunisation as well as mobile disease management services for people with diabetes, hypertension, epilepsy and HIV. We aim to connect patients and transform healthcare.

About the role

Reporting to Head of Customer Operations, the main responsibilities will be:

- Be a subject matter expert of iPLATO solutions
- Training end users on iPLATO products and services via remote technology, during webinars, and in face-to-face/workshop/seminar settings
- Ensuring users are capable of realising the full benefits of iPLATO solutions
- Escalating any issues to responsible stakeholders across the business
- Managing own diary to ensure capacity levels meet demands, whilst ensuring project work can be completed
- Handling customer queries via telephone and email
- Development of training materials in the form of knowledge base articles, guides, and videos
- Staying up to date on current strategy and events in the healthcare industry

What we are looking for:

Essential:

- Great communicator, with excellent verbal and writing skills
- High degree of English
- Proficient in Microsoft Office Suite
- IT literate with knowledge of Cloud based IT solutions
- Organised and methodical
- Team Player

Desirable:

- Video course production experience

- Knowledge of NHS Primary Care
- Experienced training skills of 1 year+

What we offer

- A full structured training programme to ensure you are confident in your new role.
- 25 days holiday plus bank holidays.
- Company Share Option scheme and travel loan after probation is passed.
- An amazing team and fun social calendar

No Agencies

If you are looking to make a difference and help transform the healthcare industry, please forward your CV and covering letter over to jobs@iplato.net ensuring that you write in the subject field **“Trainer”**.

By applying to this role you are confirming you have read and agree to our privacy notice which can be found on our website under Privacy Statement / [here](#).

If you have not heard within 2 weeks of application, please presume you have not been successful.