

1st Line Support Advisor

London, UK

Permanent

£24,000 - £25,000 per annum

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 digital solutions that improve lives and to have fun while doing it. Serving millions of patients and thousands of healthcare professionals every day we are a leader in Health Tech. Across this network our digital solutions enable data driven patient engagement, personalised online consultation powered by machine learning and patient support to people living with diabetes, hypertension and epilepsy. Our aim is to connect patients and transform healthcare.

About the role:

Delivering technology solutions to 2,000 practices and 18 million patients across the UK requires an awesome Support team. Joining our growing team, the 1st Line Support Advisor provides first-line support to iPLATO users (clinical and healthcare administrative staff). The role will include handling incoming telephone and email enquiries, as well as outbound engagements working on technical deployments. All customer work must be accurately tracked on the service desk system and CRM. This individual will have bottomless enthusiasm and patience, with the ability to work methodically.

Reporting to Customer Support Manager, the main responsibilities will be to:

- Co-ordinating technical setup of new healthcare providers onto iPLATO services
- Handling support enquiries via telephone and email
- Triaging issues and escalating through to 2nd line Support where appropriate
- Delivering world-class customer service and high satisfaction to our users
- Accurate reporting on all company systems
- Following processes which include security, data protection, and ITIL best practice
- Influencing product development by providing user feedback to Product Management

- IT Incident, Request fulfilment and general query call logging and ticket management from initial to resolved status.
- Take ownership of user problems and be proactive when dealing with user issues
- Maintain a log of any software problems detected

What we are looking for:

Essential:

- Experience in a support / helpdesk role
- Intermediate to advanced Microsoft Office Suite knowledge
- Working knowledge of cloud-based SaaS technology solutions
- Highly competent verbal and written communicator
- Ability to work with little to no supervision and under pressure
- NHS experience a bonus
- Positive and can-do attitude
- Excellent troubleshooting and problem-solving skills
- Excellent telephone communication skills

What we offer

- An annual individual training budget of £1000
- 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 to careers@iplato.com ensuring that you write in the subject field **“1st Line Support Advisor ”**.

By applying to this role you are confirming you have read and agree to our privacy notice which can be found [here](#). If you have not heard within 2 weeks of application, please presume you have not been successful.