

IT Support Engineer

London, UK

Permanent

£25,000 - £30,000 per annum depending on experience

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:

iPLATO is looking for a passionate and experienced IT Support Engineer ideally with prior experience of working in a fast-paced environment, supporting onsite and offsite internal users. The role will suit an individual that is currently working as first line support and ready to move to 2nd line support and can work on their own initiative.

Reporting to the IT Support Team Leader, your duties will include:

- Diagnosing and resolving technical issues
- Undertaking small to medium-sized IT projects in conjunction with the IT Support Team Leader
- Providing desktop and server support
- Installing authorised software to laptops and desktops
- Ensuring security and upgrades are applied to desktops and laptops and drivers and software kept up to date

- Setup, installation and administration of all desktops and laptops
- Setting up new users and disabling expired accounts in accordance with HR requirements
- Monitor printers and AV equipment and make sure they are always operational
- Ensuring adequate levels of IT equipment is always kept in stock
- Providing timely and accurate reports to users and managers regarding resolved or outstanding issues
- Provide support for project-based delivery activities and ad-hoc support to fast paces development teams
- Maintain accurate and concise systems documentation
- Maintain accurate records of hardware and software allocations, using automated tools as appropriate
- Offer training and support to users through 'lunch and learns' with the business
- Research new ways in which users can use the systems and IT equipment in ways to better facilitate collaboration

What we are looking for:

Essential:

- Windows Desktop & Microsoft Office 365 administration experience
- Customer facing IT support in a high pressure and fast-moving environment
- Strong analytical skills including a working knowledge of Microsoft Office suite
- Strong organisation skills and time management
- High level of accuracy and attention to detail
- A flexible and adaptable approach to work specifically in peak periods
- Excellent verbal and written communication skills

Desirable:

- A graduate of Information Technology or similar field of study
- Any of the following IT professional qualifications: CCNA, MCSE, ITIL
- Apple Mac Support & Administration

- Support AV/Meeting room equipment (such as conference phones)

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 **“IT Support Engineer”**.

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.