

Technical Trainer

Hammersmith, UK

Permanent

Up to £27,000 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:

Reporting to the Training Manager, the main responsibilities will 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+

Above all, we want someone that shares our core principles. These are:

- We are Patient Centred
- We can be Trusted
- We can Deliver Quality
- We are Passionate
- We aim High

What we offer

- An annual individual training budget of up to £1000 linked to your objectives for your 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
- An opportunity for career development

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 **“Customer Service /Trainer.”** 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.