

3rd Line Support Engineer – SaaS Applications

London, UK / Pardubice, Czech Republic

Permanent

Competitive Salary

Who we are

iPLATO are on the search for a 3rd Line Support Engineer to become a piece of their puzzle. But this isn't an ordinary puzzle – we're a puzzle with no sides, constantly evolving and adapting to fit in our environment, as soon as we lay one piece, we are working together to fix another. We are a team of fire-fighters, plate-spinners and pull-together-and-find-a-solutioners. We serve millions of patients and healthcare professionals every day and are passionate about healthcare and finding the best technological solutions. We are supportive of our team and live in the cliché of no two days are the same. If you think you've got what it takes to work in a fun, fast-paced, reactive and rewarding digital health company then we would love to hear from you.

About the role:

This is not an IT support role.

As the 3rd Line Support Engineer, you will monitor, support and improve a highly available healthcare application and platform ensuring CI is at the heart of app deployments and change, improving monitoring tooling and automating as many processes as possible within a primarily Java and PHP based application environment.

Our solutions span mobile apps, web and desktop applications. This post holder will be comfortable reading code to investigate root-cause, and have experience monitoring on-prem servers and AWS environments.

Your main responsibilities will be to:

- Monitor and report on the SaaS Platform ensuring maximum availability to the end-users.
- Root-cause analysis of issues raised by 2nd Line Support, responding in a timely manner.
- Prioritise bug ticket backlog with Product team
- Automate manual tasks related to the deployment of the application into Production and Staging Environments.

What we are looking for:

Essential:

- Competent in database technologies, preferably MySQL and derivatives.
- You have experience in support of SaaS applications and mobile apps.
- Coding competency in Java and/or PHP to identify likely root-cause of 3rd line issues
- Experience supporting SaaS applications both on premises hosted solutions and AWS
- A professional, self-assured communicator who is confident in dealing with stakeholders at all levels of business.
- You have first-rate time management skills and can prioritise competing demands efficiently and effectively.
- Ability to monitor and automate application environments.
- Experience migrating from on premises to AWS environments.

Desirable skills:

- Experience working in a healthcare/health tech environment.
- Experience working with a remote development team.

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

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 writing “**3rd Line Support Engineer**” in the subject field. By applying to this role you are confirming you have read and agree to our privacy notice which can be found [here](#). Due to high volumes of applications, we are only able to respond to those who have been successful for interview, if you haven't heard from us within two weeks of your application then please presume you have not been successful this time around.

Previous applicants should not apply again.

Strictly no agencies