

We are looking for a Computer Engineer to join the team, with an immediate start.

An exciting opportunity has arisen to join our growing commercial team of tech-minded, enthusiastic and dynamic people. We are on a mission to build something great that helps GP Surgeries and patients across the UK.

Who we are:

Engage Health Systems Limited is a software company providing solutions to the primary healthcare sector. One of the products we offer are patient arrival screens for GP surgeries. We help surgeries bring in more revenue, save time, save money, and provide a better experience for the patient. We are a small team with big ambitions and our arrival screens have helped over 65 million patients check-in. We are listed on the NHS GP IT Futures framework and with over 15 years of experience building our trusted brand we are now looking to scale even further to handle our demand. We are looking for key individuals who will make up our core commercial team as we grow and expand. Our customers are at the heart of everything we do. When our customers succeed with our product, so do we.

What we are looking for:

An experienced IT professional to join our company as a Computer Engineer. We need an efficient and articulate team member with excellent attention to detail and strong problem-solving skills to manage the building, dispatching, stock handling, and repairing of our patient arrival screens. Due to you working as part of a team and individually you will need to be naturally positive, self-motivated and driven. You must be willing to take ownership of your work and utilise all the available resources to achieve outstanding results. You will be expected to take a proactive, hands-on approach to your role within the company with the constant vision of improving our screens and process.

Key responsibilities:

- Building and dispatching screens hitting KPI's and company demand.
- System Prepping.
- Tailoring of builds with build scripts and Windows deployment knowledge.
- Assembly of multi-layered display assembly.
- Touchscreen fault diagnosis and repair.
- Quality assurance.
- Manage and supervise additional touchscreen workers.
- Managing the new business and replacement dispatch pipeline.
- Working with the team to address the company forecast and roadmap.
- Managing stock levels and carrying out regular audits.
- Stock ordering to meet demand and timeframes.
- Taking on external opportunities for self-development.

- Taking ownership of projects within the dispatch department to improve the process, build, dispatch, and recording.
- Providing a service of excellence to all customers and internal work colleagues.
- Updating a variety of spreadsheets.
- Meticulous data entry.
- Ensuring all information is filed and noted accordingly across our CRM and filing systems.
- Liaising with customers, suppliers, and couriers (via telephone and email).
- Handling customer dispatch issues (via telephone and email).
- Involvement in the internal handover process to ensure it remains seamless.
- Desired knowledge, skills and experience:
- Confident understanding of Windows and IT infrastructures.
- Experience in a similar field is preferred however full training will be provided.
- Excellent communication skills at all levels.
- High level of attention to detail and pride in your work.
- High level of organisation and ability to time manage to get the job done.
- High level of creative thinking and problem solving required.
- You need to have at least 2 years of proven hands-on experience in IT.

What we offer:

- Opportunity to be part of a small, growing team and have a say in how the company is run, what tools we use and what success looks like for us.
- Dynamic environment.
- Flexible working hours.
- Annual leave increasing with continued service.
- Personal development budget for external training/events.
- Internal progression opportunities.
- Fun and friendly working environment.
- Refer a Friend Scheme.
- Newly acquired offices.
- Cycle to Work scheme.
- Company pension.

Location: North Walsham, Norfolk
Full-time: Permanent
Salary: £20,000.00 to £25,000.00 /year

To apply, please contact Lewis Allen for more details lewis.allen@engagehealth.uk / 01263 834648

