



## Career Opportunities at Soliton IT

### Latest Vacancy - IT Support Engineer

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Soliton IT, a UK-leading developer and supplier of healthcare IT systems, is seeking an IT Support Engineer to assist our Support Department in the management and resolve of customers' IT issues.

Established in 2004, Soliton IT has designed, supplied and installed Radiology Information Systems (RIS) into UK NHS Trusts, clinics, teaching centres and private hospitals; incorporating elements of multi-site file sharing, voice recognition (VR), document production, workflow management and reporting applications. With particular expertise in multi-user/inter-site environments and system integration, Soliton IT is committed to providing healthcare sites with efficient, customisable and measurable solutions.

With over 100 healthcare sites using our systems in UK and Australia, we are always seeking additions to our growing team to ensure that our processes and customer service remains of an excellent standard. Our recent vacancy, [IT Support Engineer](#), is offering an individual with computing interests the opportunity to both work for an evolving team in a dynamic and innovative sector *and* take full advantage of the training and experience retained in our multi-skilled organisation.

As our Software Development and Support teams work from the same location, our employees can benefit from cross-department training and interaction. Your input to evolving our products will be valued and intuitive ideas can be integrated into new versions of our solutions – offering the candidate considerable contribution into the future of Soliton IT.

#### About the Post

Your role will involve providing support to the growing client base, resolving IT issues, logging calls and keeping customers informed on the progress of the support call. Your responsibilities will be solving problems related to applications, operating systems, networks and databases.

As an IT Support Engineer your responsibilities will include:

- [Providing a professional and customer-focused service through the life cycle of each support ticket and manage customer expectations by keeping the client informed of ticket progress.](#)
- [Recording all IT incidents and requests, ensuring that relevant details are captured in line with the service desk standards.](#)
- [Investigate and diagnose incidents by providing 1<sup>st</sup>-line support, gathering and analysing information to identify and resolve a range of technical incidents such as hardware, software,](#)

application and network incidents with the objective of restoring normal service as quickly as possible.

- Communicating with the client via telephone, email and our online Support Portal.
- Liaising with 3<sup>rd</sup>- party suppliers where necessary, logging tickets as required and acting as a central point of contact.
- Monitoring and tracking incidents/requests and escalating these incidents where necessary to other resolver groups/line managers.

In terms of working environment, you will be:

- Based in the UK Head Office in Hemel Hempstead (close to M1/M25/London)
- Working to standard office hours
- Working in a team of Support and Applications Engineers
- Working alongside some of the sectors leading software developers
- Supported professionally with a series of IT training packages

The correct candidate will have:

- Strong written and verbal communication skills
- An IT relevant qualification (to A Level/BTEC standard) or interest in IT

The successful candidate will receive training in the following fields:

- Microsoft Windows
- Microsoft Server
- Microsoft SQL Server
- HL7, DICOM, PACS
- Radiology Information Systems (RIS)
- Voice Recognition
- Mobile App Support (Apple and Android)
- Networking

If you feel you are suitable for this role and would like to apply for this post, please send your CV and covering letter to:

Dan Ludlam, Support Manager - [Dan.Ludlam@solitonit.com](mailto:Dan.Ludlam@solitonit.com)

To read more about Soliton IT, please visit [www.solitonit.com](http://www.solitonit.com) for our Company Profile, Product Information and Latest News.

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