



OpenMedical

At Open Medical, we are a team of dynamic and diverse individuals with one common goal: improving healthcare through digital excellence.

We are digital health experts behind the award-winning clinical workflow platform Pathpoint. Our mission is to join healthcare providers on their journey towards digital transformation to facilitate streamlined, future-proof patient pathways and foster collaboration among distributed teams, bridging the gap between primary, secondary, and tertiary care settings.

With team members hailing from various different countries and diverse backgrounds, we value and promote an environment of diversity, inclusivity, and belonging. We are passionate about enabling our team to excel and reach their full potential. With a coaching culture and a focus on personal development, we empower our employees to do their best work.

Join our team and contribute to our mission of improving healthcare through innovative digital solutions!

We are looking for a highly organised Configuration Specialist who remains composed in challenging situations and possesses exceptional communication skills with strong problem-solving abilities. The role encompasses a range of responsibilities including system debugging, configuration management, conducting system audits, ensuring system quality checks and testing, maintaining change management processes and overseeing account management for all existing clients post-implementation.

This is a full-time, office-based role in Ealing Broadway, London.

The initial interview phase for this position is scheduled for 30th April. The conclusive in-person interview will take place on 17th and 20th May.

What you will be doing

- Control and manage configuration changes within the organisation's systems and software
- Verify and audit the configuration status of various components to ensure compliance with standards and requirements
- Report and communicate configuration information to relevant stakeholders, including management and project teams
- Improve and optimise processes and tools to enhance efficiency and effectiveness
- Perform operational activities in accordance with Configuration Management policies and procedures
- Manage day-to-day configurations process, including engaging with clients, identifying requirements, prioritising tasks and assigning work to team members where appropriate
- Facilitate audits to assess adherence to standards and identify areas for improvement
- Fulfil requests as assigned, ensuring timely and accurate completion, ensuring that completion aligns with project objectives and timelines



- Collaborate with cross-functional teams to integrate Configuration Management processes into project workflows
- Develop and maintain documentation in relation to processes, procedures, and standards
- Conduct training sessions to educate team members and stakeholders on best practices
- Monitor and track configuration items throughout their lifecycle, from creation to decommissioning
- Analyse and resolve Configuration Management issues, ensuring minimal impact on operations and projects

What we are looking for

Skills and Behaviours

- Engages in clear and effective communication with clients, demonstrating a talent for uncovering root causes of issues and explaining technical concepts in a digestible manner
- Exhibits initiative and self-sufficiency in managing day-to-day tasks
- Possesses strong time management skills, adept at prioritising tasks quickly to meet changing demands and effectively managing tasks of varying priority levels throughout the day
- Excellent oral and written communication abilities, actively listening to clients and maintaining a calm and professional demeanour at all times
- Enjoys a fast learning environment, taking proactive measures to tackle challenges early on and swiftly completing tasks before transitioning to the next challenge
- Meticulous attention to detail in all aspects of Configuration Management tasks and processes
- Capable of identifying potential issues, employing problem-solving skills, and escalating concerns appropriately, with a thorough approach to investigating issues within client systems
- Upholds a commitment to integrity, honesty, and confidentiality, ensuring adherence to data security regulations at all times
- Takes pride in delivering high-quality work, and efficiently navigating tasks while maintaining a focus on timeliness and productivity

Qualifications, Knowledge and Experience

Essential

- Minimum of 2 - 3 years experience in configuration or a related role within IT
- Proficiency in IT quality assurance and experience in software debugging
- Competency with productivity software and applications is crucial
- Familiarity with common issues encountered in a Software as a Service (SaaS) model
- Familiarity with YAML files and their role in configuration management processes
- Experience with Git and other version control systems



Desirable

- Experience in the healthcare or health-tech industry, particularly within organisations like the NHS, is desirable
- Previous experience in troubleshooting technical issues related to configuration management
- Qualifications in IT, Computer Science, or a related field are advantageous
- Knowledge or experience in programming languages
- Experience working on a help desk environment, able to triage issues as part of out of hours coverage

Additional Requirements

- Must be flexible and adaptable to working hours
- Proactively seek to learn and understand the business to better assist professionals and clients
- Ability to maintain confidentiality and awareness of information governance requirements and data protection as well as digital clinical safety

Benefits

- Holiday: 25 days per annum (plus National and Bank holidays)
- Bonus Scheme
- Private Health Insurance
- Cycle to Work scheme
- Access to a CPD/Learning budget
- Paid sickness and compassionate leave
- Salary: £30- £35k dependent on experience

This is a full-time role, based at our office in Ealing Broadway, London.