



WE ARE HIRING

Technical Support Engineer—Helpdesk wanted!

UK: Hybrid workplace

ABOUT OPENRAD

OpenRad is a young company reinventing teleradiology. We are integrating the best cloud-based imaging solution into Europe's No. 1 connectivity product suite to deliver a unique remote reporting system. OpenRad can fully digitalise the workflow processes within radiological diagnostic centres. Our zero-footprint, thin-client SaaS-based solutions speed up implementation, increase centre utilisation, provide seamless access to all imaging, and at the same time reduce cost of ownership. We are a London- and Berlin-based company targeting customers globally.



OpenRad Services UK Ltd.
The Old Rectory
Church Street, Weybridge
Surrey, KT13 8DE

JOB SUMMARY

We are looking for a highly capable Technical Support Engineer—Helpdesk to provide enterprise-level assistance to our customers. You will diagnose and troubleshoot software and hardware problems and help our customers install applications and programmes.

KEY RESPONSIBILITIES

After initial training and working under the supervision and in strict accordance with the head of the department, responsibilities will include:

- Log & respond to customer support requests received by telephone or email
- Help customers with 'how-to'-type queries on their use of OpenRad's hardware & software
- Use remote system tools to monitor the performance of customer systems
- Use remote system access to enter customer systems to help with the diagnosis & resolution of software issues
- Install & configure OpenRad software on customer hardware, both before shipments & remotely, once installed on customer premises
- Help in building new customer systems, including hardware, system & applications software
- Help to test new installations, software components & new releases of OpenRad software
- Ensure that all relevant administrative, quality & regulatory documentation is accurately completed & maintained
- Help to maintain & administer OpenRad's case logging & tracking system
- Assist with the diagnosis & resolution of issues & problems that arise with OpenRad systems
- Communicate with OpenRad professional services staff in the field who provide direct support



SKILLS & EXPERIENCE

- Relevant academic qualifications, ideally in IT or related subjects
- Knowledge of computer hardware & software
- Ability to diagnose & troubleshoot basic technical issues
- Understanding of PC (client & server) hardware & software
- Basic understanding of computer networking
- Some experience & proficiency in Microsoft tools, such as Word & Excel
- Ideally some knowledge of Microsoft Windows & SQL Server
- Ability to logically analyse issues & problems & propose appropriate solutions
- Experience of working as part of a team & in dealing with customers
- Fluency in English

WHAT MAKES US A GREAT PLACE TO WORK?

Every employee at OpenRad has a voice, carves their own path, and uses their expertise to help co-create and add to our story. Together, we have the power to make meaningful changes to create a truly positive impact and make the world work better for everyone. We offer a chance to work in a way that aligns with your values and allows you to get involved in purposeful work.

Join us in our exciting journey, a journey that will lead not only to success but also to an industry benchmark that other companies one day will follow.

**Please send your CV or questions to:
recruitment@europe-hr-solutions.com**

We do look forward to hearing from you!

OpenRad is committed to being an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, colour, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances.