Platform Operations Engineer

DEPARTMENT: Technology and Operations

RESPONSIBLE TO: Chief Technology Officer (CTO)

PURPOSE OF POST:

To support the day-to-day operation, maintenance and development of SweetTree Connect (STC), SweetTree Home Care Services' Technology Enabled Care Platform. The role is responsible for monitoring the platform and devices installed in clients' homes, providing first-line technical support, installing and maintaining equipment, troubleshooting issues and ensuring the platform operates reliably and securely. Working within a small, hands on Technology team, the postholder will initially shadow the CTO before progressing to take day to day ownership of the platform's operation, enabling the CTO to focus on new development. This is a client facing and technically varied role, combining software development, operational support, home networking and IoT devices. The successful candidate will be comfortable using AI development tools and will have the ability to critically review AI-generated code, ensuring that all changes are safe, tested and appropriate for a live care environment. The role requires someone who is methodical, reliable, curious and keen to develop their technical skills across the whole technology stack, while demonstrating patience, professionalism and kindness when working with clients, families and care staff.

KEY RESPONSIBILITIES:

- Undertake daily monitoring of the SweetTree Connect platform and sensors installed in clients' homes, following up on alerts, issues and gaps in information with the relevant care teams.
- Install, configure and test equipment in new clients' homes, ensuring devices are working correctly and are appropriately connected.
- Explain the technology and equipment to clients, families and support workers, ensuring they understand how it works and how it supports care delivery.
- Maintain, replace, troubleshoot and collect devices in clients' homes as required.
- Provide first-line technical support, including monitoring and triaging the support queue, responding to queries from care staff and escalating issues where necessary.
- Investigate technical issues and identify whether these require immediate operational attention or escalation to the engineering team.
- Manage the routine operation of the platform, including app releases, scheduled jobs, certificate renewals, device provisioning and the device messaging service.
- Follow, maintain and improve operational procedures and runbooks to ensure consistency and reliability across the platform.
- Investigate incidents and undertake careful, reviewed corrections to data, ensuring that no bulk data changes are made without appropriate authorisation and sign-off.

- Fix bugs and develop small improvements using AI-assisted development tools, including Claude, ensuring all code is appropriately reviewed and tested before implementation.
- Work across the technology stack, developing knowledge and experience in Python, cloud services, mobile and web applications, databases and IoT devices.
- Maintain accurate technical documentation, including runbooks, support tickets and handover notes, ensuring operational knowledge is recorded and accessible to the wider team.
- Handle client information and sensitive health-related data confidentially and in accordance with UK GDPR and SweetTree policies.
- Work collaboratively with the CTO and wider Technology and Operations teams to identify opportunities to improve the platform, its reliability and the service provided to clients.
- Attend regular visits to clients' homes across London to install, maintain and troubleshoot technology and equipment.
- Undertake any other reasonable duties as required by the CTO.

SKILLS AND EXPERIENCE

- Demonstrable programming experience, preferably in Python, with candidates possessing junior-level experience also encouraged to apply.
- Experience using Git and the command line.
- Experience using AI coding assistants and the ability to critically assess, review and test AI-generated code.
- Practical knowledge of home networking, including Wi-Fi, routers and connecting and troubleshooting devices.
- Methodical troubleshooting skills, with the ability to identify problems, develop hypotheses and test potential solutions.
- Good understanding of software development and a willingness to learn across the whole technology stack.
- Clear written communication skills, including the ability to maintain technical documentation, tickets, runbooks and handover notes.
- Good time management and organisational skills, with the ability to balance daily operational checks alongside development work.
- Ability to work independently once trained and collaboratively as part of a small team.
- Excellent spoken and written English.
- A patient, respectful and calm approach when working with older and vulnerable people, their families and care staff.

- A careful and reliable approach, with the ability to recognise the importance of checking work before making changes to live systems.
- Honesty and accountability, including the confidence to raise concerns and report issues promptly when something goes wrong.

ESSENTIAL CRITERIA

- A 2:1 degree or above in an IT or Engineering-related subject.
- Some programming experience, ideally in Python.
- Experience working with Git and the command line.
- Previous experience using an AI coding assistant and the ability to critically review AI-written code.
- Practical understanding of home networking, including Wi-Fi, routers and connecting devices.
- Strong analytical and methodical troubleshooting skills.
- Excellent written and verbal communication skills.
- Good organisational and time management skills.
- Ability and willingness to travel to clients' homes across London to install, maintain and check equipment.
- An Enhanced DBS check covering the adult and child workforce, which SweetTree will arrange.
- Right to work in the UK.
- Understanding of confidentiality and personal data protection.

DESIRABLE CRITERIA

- Experience working with Google Cloud, Firebase or another cloud platform.
- Experience releasing mobile applications, including Flutter, iOS or Android.
- Knowledge of microcontrollers and IoT devices, such as ESP32, CircuitPython, MicroPython or MQTT.
- Experience working with databases, including NoSQL platforms such as Firestore and SQL.
- Previous experience using a support desk or ticketing system.
- Experience working in care, healthcare or another people-facing service.
- Awareness of CQC-regulated care and adult safeguarding.
- Knowledge of another language spoken within London's communities.
- Full UK driving licence.

ATTRIBUTES

- Patient, respectful and calm when interacting with older and vulnerable people.
- Careful, methodical and reliable, particularly when working with live systems and sensitive information.
- Honest and accountable, with the confidence to raise issues and ask for guidance when unsure.
- Curious, enthusiastic and motivated to learn new technologies.
- Comfortable undertaking routine daily checks as well as responding to unexpected technical problems.
- Approachable and confident in communicating with clients, families and colleagues.
- Able to establish trust and build positive working relationships.
- Demonstrates genuine interest, enthusiasm and passion for technology and its application within care services.

OFFICE RESPONSIBILITIES

- Monitor the SweetTree Connect platform and associated devices on a daily basis.
- Manage and respond to technical support queries from care staff and colleagues.
- Maintain accurate records of technical issues, incidents, device installations and maintenance.
- Keep operational documentation, runbooks and handover notes up to date.
- Communicate effectively with the CTO and wider team regarding platform performance, technical issues and improvements.
- Attend Technology and Operations meetings as required.
- Ensure all client and technical information is handled securely and confidentially.

CLIENT-FACING RESPONSIBILITIES

- Attend clients' homes across London to install, configure and test equipment.
- Provide ongoing maintenance and technical support for devices installed in clients' homes.
- Explain the purpose and operation of the technology to clients, families and care staff.
- Respond professionally and sensitively to clients' concerns or difficulties with the technology.
- Ensure equipment is functioning correctly and report any issues that may affect the delivery of care.
- Maintain a professional and respectful approach when entering and working within clients' homes.

COMPANY RESPONSIBILITIES

- Ensure SweetTree maintains its reputation as a premier provider of care and support, contributing positively to the development of SweetTree Connect.
- Preserve the independence and dignity of all clients.
- Promote equal opportunities and respect diversity, different cultures and values.
- Work in accordance with your job description, contract of employment, SweetTree policies and guidelines, and the Health and Safety at Work etc. Act 1974.
- Maintain confidentiality and observe all relevant data protection guidelines, including UK GDPR.
- Ensure client information and health-related data are handled appropriately and securely.
- Work collaboratively with colleagues across SweetTree to promote a positive and supportive working environment.

WORKING CONDITIONS: Working hours will be 37.5 hours per week, with participation in out of hours. Terms and conditions of employment are as per your employment contract and staff handbook.

DRESS CODE: A smart casual appearance is always required, with sensible and appropriate footwear.