

We are determined to transform a wasteful industry

An industry that's stuck in its ways. We only work with people as ambitious and driven as we are. At Mudano there's no time to kick back, stick your feet up and look out of the window. We're on a mission to transform an entire industry. It's a big challenge. But what doesn't challenge you, doesn't change you. People with this drive and fire are our life blood. They aspire to do and be more. That's why our acceptance rate is even tougher than Harvard. We only want the best, and people who believe in values that will realise a vision.

Our people. Our practitioners. Focused on project efficiency and business value delivery. Passionate about removing bias and guesswork and replacing it with informed, objective decision-making.

Build on what you can do. Realise the potential you have.

As part of Mudano's continued growth we are looking to recruit a dedicated IT Support Engineer into our Operations team. The role will be responsible for all IT hardware and software provision and maintenance across Mudano, currently around 150 colleagues across multiple locations. Additionally, the role will be responsible for standardising and automating as many of the IT support processes as possible to support future scalability.

This is an excellent opportunity for an experienced and self-managing desktop support analyst that is interested in developing further in a growing business. While we envisage an initial focus purely on the duties below in the first six months, there is the opportunity to combine with our software development function and expand into software production support for our proprietary platform, Sharktower.

Job description and duties

- / Manage desk support requests and prioritisation within appropriate SLAs.
- / Manage the provision of new / replacement IT hardware (laptops, tablets).
- / Work with IT vendors to supply hardware including laptop imaging.
- / Ensure appropriate device management and security monitoring in place.
- / Support the ordering and install of required software applications.
- / Identify, log and resolve technical problems with software vendors.
- / Maintain hardware and software asset management records.
- / Provide desktop support and guidance to Mudano colleagues.
- / Identify changes to improve self-service and colleague on-boarding.

Key skills and experience

- / Experienced in the install and configuring of computer hardware and operating systems.
- / Ideally experienced in support Windows, iOS and Linux devices / operating systems.
- / Experienced in user set-up and system administration of desktop applications.
- / Experienced in device management and security software and monitoring.
- / Providing technical support across the company (this may be in person or over the phone).
- / Hardware and software asset management process knowledge.
- / ITIL and SLA management knowledge.
- / Excellent verbal and written communication
- / Prepared to take ownership of problems and tasks
- / Ability to remain calm under pressure and self-manage priorities
- / A team player looking to thrive in a fast-paced environment

Behaviours that will move frontiers



Imagine with intelligence

We're a data company that is doing things nobody has done before. That takes sharp and agile minds. Minds that can make the leap from the known to the unknown; that questions what's possible. Think from first principles and dare to go somewhere new.



Enjoy uncomfortable

Transforming an entire industry requires desire, energy, perseverance and a restlessness to push the boundaries of what's possible. While challenging the status quo can be scary, the results are worth it.



Be clever and concise

We move fast. To keep momentum, we need to simplify challenges into concise statements and efficient dialogues.



Apply ethics

We work in a transparent manner. If we finish a project ahead of time, we'll call time on our fees that day. In an industry used to wasting millions, it takes many clients by shock.



Be your authentic self

We don't want clones. We want knowledge-age thinking. It doesn't matter if you prefer suits or jeans, if you hold a baby or a briefcase. You'll only be the best version of yourself when you are yourself.



Science eats opinion

Apply a little science; get a different result. A better result. Find the data and run your own experiments. That's the Mudano way.

Farewell to the mundane

Mudano is a collective of unique individuals but with a common set of beliefs, behaviours and values. Culture is how we work together. Easy to experience, harder to pin down and define in words. It is inclusive and it is diverse. Our benefits and policies are designed for each person to integrate their work and life in a way that is right for them, as well as provide extensive support for career development, whatever that path may be.

Want more flexibility? Talk to us and we'll see if together we can build a better business world.

Benefits and compensation

- / Generous personal training budget for your professional development
- / Comprehensive coaching programme
- / Monthly book allowance
- / Comprehensive benefit package including private medical, wellbeing cover, discounted gym membership, and group life insurance
- / 24-hour counselling
- / Good work/life integration
- / Salary £17.5k to £25k based on experience and skills
- / 25 days' annual leave
- / Pension scheme with 3% employer contribution
- / Entry into our company stock option scheme
- / Head-office in start-up incubator (including Thursday social hours, networking, TED style talks, and unlimited tea/coffee and fruit)