



Technical Support Specialist

Lifetrack Medical Systems is a healthtech company that has developed and deployed scalable, distributed medical imaging software designed for affordable access around the world. Lifetrack works with large healthcare chains, public health systems, and radiology group practices to scale their radiology operations seamlessly without the pain or cost of legacy medical imaging software.

Lifetrack's mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting with medical imaging in emerging markets, where the needs are greatest and the resources are scarcest. Our radiology platform is now being used in healthcare in Southeast Asia, South Asia, Africa, the United Kingdom, and the United States for hundreds of thousands of patients annually. We are trusted and backed by the Asia Impact Investment Fund of UOB and Credit Suisse, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines' Ayala Group.

Core Responsibilities

The Technical Support and Application Specialist shall perform the following functions:

1. **Support company growth and customer acquisition through timely execution of deployment for closed contracts by:**
 - Participating in kick-off meetings
 - Ensuring timely execution of deployment activities assigned to contribute to the timely deployment of solutions for closed contracts
 - Setting up of institution, site, and origin accounts on the assigned server, to the installation of Radgate, user account, workflow setup, testing, and training
2. **Support Retention and strong promotion or advocacy among existing customers by:**
 - Assisting in the provision of timely customer support to drive seamless and high-advocacy customer experience
 - Assisting in the coordination of issue resolution with other teams as needed
3. **Support Product Development through testing by:**
 - Performing tests and accomplishing assigned test cases and providing feedback to the testing team
4. **Manage the day-to-day functions of the department and ensure that there are enough resources to cover support functions**

- Ensure all support requests are logged, attended to, monitored, and resolved
- Facilitate monitoring of the system to proactively spot issues
- Facilitate timely escalation of issues as needed
- Ensure the quality of support provided by Quality Assurance calls and chats
- Coordinate resolution of issues with Tier 3 Team

5. Support the company by performing other tasks as assigned by the Supervisor.

Candidates Requirements

- Experience as a Technical Support Specialist or similar role
- Familiarity with our industry is a plus
- Experience using help desk software and remote support tools
- Strong written and verbal communication skills
- Excellent communication and problem-solving skills
- Multi-tasking abilities
- Patience when handling tough cases
- Experience in programming is a plus
- Amenable to work weekends and holidays
- Amenable to work in graveyard shift

Preferred:

- Familiarity with Linux/CLI (command line)
- Familiarity with basic networking concepts such as IP addresses, gateways, DNS, etc

Critical Qualities

Strategic mindset. To successfully guide Lifetrack's expansion in India, the Growth Lead must establish a strong understanding of the market landscape and map out how to leverage Lifetrack's positioning, resources and network to drive exponential growth.

Tenacious execution. The Growth Lead will be expected to deliver on targets set by the Board for scaling up our business in each market. The ability to relentlessly drive results, prioritize his/her time and manage or obtain the right resources to achieve them are key requirements for the role.

Ownership mentality. As the primary representative to customers and partners of Lifetrack in India, the Growth Lead role requires an individual who is hungry to go the extra mile to deliver our commitments and build credibility in the market, and is willing to own the outcomes.

Relationship builder. Establishing Lifetrack as a trusted and recognized partner in the healthcare scene

of India will take time and multiple interactions. The Growth Lead must demonstrate the ability to develop strong, long-lasting professional relationships and a wide network of contacts.

Operating Principles

Purpose-driven. We are looking for individuals who are aligned with our mission and are motivated by working on healthcare technology that can positively impact millions of lives around the world

Do it right, from the start. We believe in starting from first principles and putting in the hard work now to avoid more work down the future. Our Lifetrack PACS platform, built from the ground up, reflects this.

Radical transparency. We want our people to keep growing and improving. Receiving and giving feedback is critical for this. We expect people to be upfront, open and willing to learn from each other.

Crush the bottlenecks. We are always focused on the critical path to achieving results. We expect our members to be relentlessly efficient in clearing the obstacles to this critical path.

Going the extra mile. We like and reward team members who are not only good at their jobs, but will raise their hand and propose projects or solutions that help take Lifetrack forward.