Application Specialist

Lifetrack Medical Systems is a Singapore headquartered health-tech company that has developed and deployed the first scalable, distributed medical imaging software designed for affordable access in emerging markets. Our Lifetrack PACS platform is used by 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 PACS is now serving hundreds of thousands of patients annually across Southeast Asia, South Asia, Africa, the United Kingdom, and the United States.

Lifetrack's mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting in medical imaging in emerging markets, where the needs are greatest and the resources are scarcest. We are trusted and backed by the Asia Impact Investment Fund of the UOB Group and Credit Suisse, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines' Ayala Group.

Core Responsibilities

The Application Specialist shall perform the following functions:

1. **Support the Growth team in customer acquisition by assisting in pre-contracting activities that ensure solid foundations for full implementation.**
   - Supporting the client set up of Proof of Concepts (POCs).
   - Demonstrating product to potential customers alone or in conjunction with the Growth team.
   - Training potential customers on product functionality, ensuring that they are well-prepared for full implementation.
   - This position may include travel for client meetings, demos, and training sessions.

2. **Support company growth through the timely execution of deployment for closed contracts.**
   - Participating in kick-off meetings.
   - Ensuring timely execution of deployment activities assigned to contribute to the timely deployment of solutions for closed contracts.

3. **Support clients by providing clinical application support.**
   - Serve as the primary point of contact for clinical staff regarding the use and functionality of Lifetrack PACS, ensuring effective communication that is focused on clinical needs.
   - Provide expert guidance to optimize the use of Lifetrack PACS, ensuring they meet both clinical needs and regulatory requirements.
   - Analyze clinical workflows and collaborate with healthcare providers to customize and configure applications accordingly, aiming to increase efficiency and patient care quality.
   - It is mandatory that the candidate for this role has a strong clinical background, as they will

be directly training and interfacing with radiologists. Their ability to communicate in clinical terminology is critically important, and technical troubleshooting skills are secondary to their clinical expertise.

4. **Conduct training sessions and demonstrations for end users.**
   - Responsible for conducting customer training sessions and product demonstrations.
   - Develop and customize training materials, manuals, and resources to meet the specific needs of our diverse client base.

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

Candidates Requirements

- Must have excellent written and verbal communication skills in
  - English
  - Bahasa Indonesia and Malay
- Clinical experience as an Application Specialist or role
- 2+ years working in a healthcare environment with exposure to clinical applications
- Educational experience in Radiologic Technology, Nursing, Healthcare Administration, or a related field
- Familiarity with our industry is a plus
- Excellent communication and problem-solving skills
- Multi-tasking abilities
- Patience when handling tough cases

Security Responsibilities:

- Maintain confidentiality and integrity of information
- Ensure that all tasks and duties are carried out in compliance with the company's security guidelines.
- Promptly report any security vulnerabilities, suspicious activities, or breaches to the IT team.

Confidentiality:

- Ensure the confidentiality of sensitive company information, including client data, intellectual property, and internal communications.

Access Control:

- Maintain the security of access credentials (e.g., passwords, security tokens) and avoid sharing them with others.
- Implement segregation of duties to prevent unauthorized access or use.

Data Handling:

- Ensure the accuracy and integrity of data entered, processed, and stored as part of job responsibilities.
- Adhere to data retention policies, ensuring that data is stored securely for the required period and disposed of properly when no longer needed.

Incident Response:

- Immediately report any incidents or breaches of security, confidentiality, or data integrity to the designated incident response team.
- Assist in investigations and responses to security incidents as required, providing necessary documentation and support.
- Support the recovery process following a security incident, ensuring that systems and processes are restored to normal operation as quickly and securely as possible.

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.