

Customer Support 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 Customer Support Specialist shall perform the following functions:

1. Support retention and strong promotion or advocacy among existing customers by:

- Providing timely customer support to drive seamless and high-advocacy customer experience
- Coordinating issue resolution with other teams as needed ie. Tier 3 / Development team.

2. Support the Product updates, specifically the documentation of features by:

- Creating videos and write up for new updated features, as assigned
- Participating in the review of existing product documentation, providing appropriate feedback

3. Support Product Development by:

- Performing testing and accomplishing assigned tested cases and providing feedback to the testing team

4. Support the Growth team in customer acquisition and growth by assisting in pre-contracting activities, as well as assisting in the execution of deployment for closed contracts. This may involve the following

- Assist in any assigned deployment activity - Set up of institution, site, origin accounts on the assigned server, to installation of radgate, user account, workflow setup, testing and training

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

Candidates Requirements

- Experience as a Customer Support Specialist or similar CS role
- Familiarity with our industry is a plus
- Experience using help desk software and remote support tools
- Excellent communication and problem-solving skills
- Multi-tasking abilities
- Patience when handling tough cases
- Experience in programming is a plus

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.