



## Solutions Engineer, EMEA & South Asia

Location: India, Remote

Currently two-thirds of the world's population do not have access to basic medical imaging services. Lifetrack Medical Systems is a healthtech company that developed and deployed the first scalable, distributed medical imaging software designed for affordable access around the world to help people have access to radiology services.

Our mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem. Our LifeSys™ 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 Solutions Engineering Lead, EMEA and South Asia, reporting to the Director of Engineering, will have the following responsibilities:

#### 1. Help on business initiatives by supporting the Engineering and Customer Success teams.

- Assist on any technical matter regarding go-live of new customers with Customer Success team
- Assist and collaborate with Customer Technical stakeholders on networking configurations and setup required for successful deployments and integrations
- Perform regular preventive maintenance remotely or via onsite visits when required
- Address, troubleshoot and fix any technical issues raised by customers or escalated by the Customer Support Team
- Collaborate and engage with Customer Technical stakeholders and Technical Operation teams when required, conduct technical onboarding, integration implementation and testing
- Amenable on a scheduled working on site (customer facing work) and do customer onsite visit
- Willing to work on weekends with flexible schedule

#### 2. Oversee the IT requirements of the Lifetrack team.

- Ensure up-to-date cybersecurity practices are in place for the internal Lifetrack team

- Proactively be involved in hardware maintenance, software installations, and office network
- Coach and train junior members on troubleshooting and maintenance best practices

### 3. Other duties

- Support other technical team members when required, such as Developers or the Quality Assurance Team
- Other related tasks that may be assigned from time to time by the immediate superior

## Required Experience and Skills

- 3-5 years of extensive experience in applications support (deployment, upgrade, troubleshoot, fix) in Linux/Unix based environment in a healthcare IT company.
- Good understanding of Linux configuration and troubleshooting.
- Experience in network configuration and troubleshooting
- Should have skills in Scripting/Coding in at least one language
- Excellent written and verbal communication skills in English.

### Preferred but not required:

- Good understanding of DICOM and HL7.
- Experience with tools like Jenkins, Terraform
- Working knowledge and experience with deploying solutions in AWS.

## Operating Principles

**Purpose-Driven.** Being a company with purpose, we also want to have people with purpose- people who are passionate about doing good doing well for a purpose greater than them.

**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 LifeSys™ 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.