

Customer Support and Application Specialist

Location: Jakarta, Indonesia

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 LifeSys™ 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. LifeSys™ is now serving hundreds of thousands of patients annually across the Asia Pacific region, South Asia, 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 and Application Specialist shall perform the following functions:

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

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

2. 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 Growth team

3. Support Product Development and updates

- Participating in the review of existing product documentation, providing appropriate feedback
- Performing testing and accomplishing assigned tested cases and providing feedback to the testing team

4. Support company growth through 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

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



Candidate Requirements

Professional qualifications and skills:

- Experience as a Customer Support Specialist or similar CS role
- Familiarity with healthcare software industry
- Experience using help desk software and remote support tools
- Excellent communication and problem-solving skills
- Fluent in both Bahasa Indonesia and English, written and spoken
- Patience when handling tough cases

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 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.