

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

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.