Technical 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 Technical Support Specialist, reporting to the company's Operations Manager 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 (Tier 3 / Product/Growth teams).
   - Handling coordinator function after the shift coordinator leaves for the day.
   - Ensure that all Support SLAs are met.
   - Provide customers with follow-up and resolution phone calls to guarantee highest level of customer satisfaction.

2. Manage the day-to-day functions of the department and ensure that there are enough resources to cover support functions
   - Ensure all support requests are logged, attended to, monitored, and resolved.
   - Facilitate monitoring of the system to proactively spot issues.
   - Facilitate timely escalation of issues, as needed.
   - Contribute to and regularly update the internal Knowledge Base with resolved issues, workarounds, best practices and product's new features.
   - Maintain high-quality documentation on ticket notes, root cause analysis, and resolutions for internal transparency and future reference.
   - Ensure seamless shift transitions through clear handovers and timely updates in support logs.

3. Liaise on both internal and external stakeholders on behalf of the customer department
   - Collaborate with cross-functional teams and come up with solutions to help improve the overall performance of the team and organization.

4. Support the Growth team in customer acquisition by 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, installation of Radgate, user account set up, workflow setup, testing and training in coordination with the Project/ Implementation manager.

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

Candidates Requirements
   - Experience as a Technical Support Specialist or similar CS role

- Familiarity with healthcare industry and radiology operations is a plus
- Experience using help desk software and remote support tools
- Excellent communication and problem-solving skills
- Shift flexible and open to weekend, holiday and night shift as well as shift changes based on support needs
- 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.