

# Healthcare Sr. Technical Support Specialist

LifeVoxel.AI

Canada / United States

Remote Possibility for Right Candidate (US Time Zone)

## Job details

Job Type

Full-time

## Full Job Description

### Overview

LifeVoxel.AI is a US-based medical device company with headquarters in Stamford, CT. We are developing and marketing a GPU cloud based medical imaging platform for AI and visualization integrated in the daily workflow of customers. We have a unique approach that has 12+ patents. We are passionate about working with end users to develop workflow and imaging tools which are easy to use and meet real clinical needs.

### Job Description

As a **Senior Technical Support** your main area of responsibility will be the development, testing and release of software for an intraoperative medical imaging device. As a Senior Support of medical device software, you will be expected to own and drive software projects from a holistic perspective, ensuring that solutions are developed, documented, and implemented according to medical software processes and standards such as FDA and ISO-13485. Day-to-day activities will include coding, code reviews, testing, and documentation, all while staying in the loop cross-functionally with multiple teams to ensure proposed solutions meet or exceed customer requirements and fit with the expected intra-operative workflow of the device.

### Major Responsibilities:

- Customer Service and Problem Resolution
  - Actively participate in Crisis calls taking the lead
  - Participate in identifying problem situations and resolve to give maximum customer satisfaction
- Support 24 hrs x 7 days in week x 365 days from office or on-call per business needs
- Provide support to users on various issues
- Provide local and remote application support to clinical end-users
- Provide training to new and existing resources on the use of applications

- Troubleshoot DICOM, HL7, and Networking software to ensure effective patient care
- Maintain regulatory compliance by staying abreast of current trends and regulations in the IT and Healthcare industries
- Develop and apply specialized knowledge within clinical application support and peripheral device support directly to end-users
- Provide hardware troubleshooting for physicians and end user workstations and consult dedicated team on resolutions
- Serve as the escalation contact between the customers and centralized support teams to resolve issues or provide status updates
- Implement and maintain new application protocols and workflows
- Assess software quality through manual and automated testing
- Report and document technical issues
- Coordinate with multiple teams to develop requirements, design, implement and test solutions
- Work closely with other team members to ensure architectural integrity and product quality
- Provide input and assistance to optimize the performance of the system
- Other tasks as assigned.

### **Minimal Qualifications:**

- Minimum five (5) years of technical support experience
- Industry experience with DICOM, HL7, PACS and RIS systems
- Proficiency in scripting
- Bachelor's degree or Technical Diploma in Software Engineering, Computer Science, or equivalent

### **Highly Desired Skills:**

- Great communication skills, both verbal and written
- Comfortable using Git or similar source code versioning tools
- Familiarity with Atlassian's Jira/Confluence or Microsoft Teams or other similar tools
- Ability to learn new technologies independently and quickly
- Self-starter with ability to manage multiple projects / assignments simultaneously
- Honesty, integrity, and a strong desire to succeed
- Experience working in a small team or start-up environment

## **Job Type**

Full-time

## **Location**

Toronto, Canada or San Diego, United States. Remote Possibility for Right Candidate (US Time Zone)