Deployment Specialist

Location: Manila, Philippines

Lifetrack Medical Systems is a healthtech company that’s developed and deployed the first scalable, distributed enterprise medical imaging software designed for affordable access around the world. Lifetrack works with 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’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. Our LifeSys™ platform is now being used in healthcare in Southeast Asia, South Asia, Africa, the United Kingdom and United States for hundreds of thousands of patients annually. We are trusted and backed by the Asia Impact Investment Fund managed by UOB and Credit Suisse, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines.

Core Responsibilities

The Deployment Specialist shall perform the following functions:

1. **Support company growth and customer acquisition through timely execution of deployment for closed contracts by:**
* Participating in kick-off meetings
* Ensuring timely execution of deployment activities assigned to contribute to the timely deployment of solutions for closed contracts
* Setting up of institution, site, origin accounts on the assigned server, to installation of Radgate, user account, workflow setup, testing and training
* Providing software training to client as needed
1. **Support the PH Growth team in customer acquisition by assisting in pre-contracting activities that ensure solid foundations for full implementation by:**
* Supporting the client set up of Proof of Concepts (POCs), working with the Customer Success Lead and Sales team..
* Demonstrating product to potential customers alone or in conjunction with the Customer Success Lead or Growth representative, as assigned
1. **Support Retention and strong promotion or advocacy among existing customers by:**
2. Assisting in the provision of timely customer support to drive seamless and high advocacy customer experience **Support Retention and strong promotion or advocacy among existing customers by:**
* Assisting in the coordination of issue resolution with other teams as needed
* Assisting on Coordinator functions when Shift coordinator is off shift.
1. Support Product Development through testing by:
* Performing tests and accomplish assigned test cases and providing feedback to the testing team
1. **Support the company by performing other tasks as assigned by the Supervisor.**

Critical Qualities

**Domain expertise.** The role requires someone with a successful track record in operations and product management, preferably in B2B or healthtech. Candidates with experience in developing enterprise-grade products, or a clinical healthcare or software engineering background, will be preferred.

**Disciplined creativity.** Lifetrack is looking for an individual who knows how to conduct a rigorous, data-driven process to understanding what our users/customers need, and unites this with a creative, unconventional streak to deliver an innovative or ground-breaking approach to our operations and product to deliver a seamless and efficient customer experience.

**Team builder/manager.** Although being a strong individual contributor is expected from the start, the Head of Product and Operations will also be expected to develop our existing team members, organize the team effectively, and recruit new members based on our growth vision and product roadmap.

**Collaborative mindset.** The Head of Product and Operations will need to partner effectively with Lifetrack’s CEO and the Director of Engineering in order to integrate with appropriate customer support and Dev Ops and marketing teams, to deliver on our commitments to partners and customers while managing a seamless and hassle-free customer experience.

**Effective communicator.** The Head of Product and Operations must be able to distill and articulate how insights and information are driving how we prioritize our deployment and POCs and Managed demos as well as product releases, and use this to drive alignment and buy-in from internal stakeholders and communicate with external partners/customers.

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 LifeSysTM 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.