Customer Support Specialist

Location: Philippines

Currently two-thirds of the world’s population do not have access to basic medical imaging services. Lifetrack Medical Systems is a healthtech company that developed and deployed the first scalable, distributed medical imaging software designed for affordable access around the world to help people have access to radiology services.

Our mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem. Our LifeSys™ platform is now being used in healthcare in Southeast Asia, South Asia, Africa, the United Kingdom and the United States for hundreds of thousands of patients annually. We are trusted and backed by the Asia Impact Investment Fund of UOB 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.
* Handling coordinator function after the shift coordinator leaves for the day.
1. **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
1. **Support Product Development by:**
* Performing testing and accomplishing assigned tested cases and providing feedback to the testing team
1. **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
1. Support the company by performing other tasks as assigned by the Supervisor.

Operating Principles

**Purpose-Driven.** Being a company with purpose, we also want to have people with purpose- people who are passionate about doing good doing well for a purpose greater than them.

**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.