Customer Onboarding Manager

Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 29, 2024
Published : Aug 29, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

oin RamSoft (www.ramsoft.com), a collaborative and innovative SaaS medical software company that is developing and selling novel cloud and cloud-native RIS/PACS software platforms for radiologists worldwide. We're a global business with 200+ employees located worldwide, and we are growing quickly!

What are we looking for?

The Customer Onboarding Manager will set up customers for immediate success by facilitating the implementation process for new accounts, add-on features and Integrations with 3rd party systems. The Customer Onboarding Manager will educate new customers, and ensure smooth adoption of RamSoft products.

What will you do?

• Become an expert in RamSoft products, add-ons and 3rd party Integrations

• Have good understanding of the customers' requirements and desired workflows

• Clearly communicate account setup requirements and expectations with customers and key stakeholders

• Follow the standard process and best practices to bring clients onboard and "live" in the stipulated timeframe

• Manage the provisioning process, including the creation of organizations/users, and any other areas that require modification/configurations

• Deliver end user training to clients, which may include technical personnel, administrative staff, healthcare staff

• Maintain a high level of process quality and consistency as well as an excellent relationship with the customer

• Create and maintain the required documentation for each Onboarding project

• Ensure customers receive superior service

• Collaborate with the customer success, sales, finance, operations, and product teams to ensure customer satisfaction

• Leverage feedback for continuous improvement to the onboarding process

• Develop a deep understanding of our customers' business and operational objectives

• Be attentive to information provided by customers and ask clarifying questions to ensure proper use of the RamSoft's products

• Establish strong relationships with new customer stakeholders and deepen relationships with existing customer stakeholders

What will you bring to RamSoft?

• Diploma/degree in computer science, information systems, healthcare informatics, Radiology technologist, or related field

• 5+ years of experience working in a related role

• Demonstrated experience implementing systems and integrations while working with clients

• Extensive computer skills are required, including experience in TCP/IP, Microsoft products, Azure, SQL, etc.

• 5+ years of experience with RIS/PACS or EMR systems

• 5+ years of experience in systems (hardware and software) configuration and support, or working in a related role

• 5+ years of experience in Healthcare IT / Radiology

• DICOM Standard knowledge

• HL7 and FIHR Standards expertise

• Strong interpersonal skills, conducive to team development

• A good track record of managing multiple projects under tight deadlines

• Ability to work independently and possess good judgment and consistent follow-through

• Understanding of the desktop/laptop environment, the Azure Cloud environment, with the ability to troubleshoot basic network connectivity issues

• Familiarity with mobile device app installations

• Ability to communicate technical concepts in simple of terms

• Excellent written and verbal communication skills

RamSoft offers a casual work environment, flexible work hours, and a competitive compensation and benefits package. RamSoft Inc. is an equal-opportunity employer and is committed to fostering an accessible and inclusive environment for employees and customers. If you require any accommodation for the recruitment/interview process (including alternate formats of materials, or accessible meeting rooms, or other accommodations), please let our HR department know and we will work with you to meet your needs.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits