

Vacancy :
Deadline : Oct 16, 2024
Published : Sep 16, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

At Intelrad, we believe the path to answers in healthcare should be clear-whether you are waiting for a diagnosis or trying to expedite one. Our medical imaging solutions streamline the flow of information, simplifying complex processes, maximizing efficiencies, and shining a light on the unknown. We empower physicians to get patients the answers they need faster and improve outcomes for everyone. With more accessible imaging, we are getting patients out of the dark.

Headquartered in Raleigh, NC and Montreal, Intelrad has nearly 800 employees located in offices across six countries. The company empowers nearly 2,000 healthcare organizations around the world with the speed, scalability, and simplicity needed to increase business performance while, most importantly, improving patient outcomes. Intelrad's modern enterprise solutions have been acknowledged by a Best in KLAS recognition, ranking #1 for PACS Asia/Oceania in the [2021 Best in KLAS: Global Software \(Non-US\) report](#).

Job Description

The System Technology Specialist will report directly to the support Manager Manager and work closely with support technicians, clinical and application specialists, engineering teams, and our clients to resolve the toughest technical issues. The System Technology Specialist is responsible for solving problems, sharing technical expertise and product experience. This involves mentoring less experienced team members, as well as providing a practical perspective to product design discussions to ensure our products work well within the various client architectures. Since the System Technology Specialist will be the highest point of escalation within client services, he/she will also be expected to provide requirements for product supportability and maintenance. The System Technology Specialist is also responsible for the development of tools for the Support team.

Major accountabilities

Accountabilities

Act as the primary escalation point for Level 1 System Support team and drive customer communications and follow ups until resolution, by respecting set service level agreements.

40%

Act as a major incident manager during system outages to support Level 1 and perform root cause analysis (RCA's) for all Major Incidents

20%

Participate in software requirements and root cause reviews with engineering as well as design reviews with a particular mindset into the supportability of the software and also provide fixes and/or workarounds to issues found in the field

15%

Stay up to date with current development of the product (bug fixes and new features) and situations occurring at client site (ISP)

10%

Participate in the creation/update of Knowledge articles used by the Support Team to reduce escalations to L2

5%

Be available for urgent escalations reported by the support team that can occur after your regular work schedule: On Call Rotation Availability (24/7)

5%

Participate in any project deemed necessary by the organization

5%

Qualifications

Employment Pre-requisites

Pre-requisite

- Degree in computer science, engineering, or equivalent
- 5-7 years of experience in client facing roles focused on Technical Support in Medical Software Field
- Linux OS administration expertise
- Experience running queries in SQL - an asset
- Networking troubleshooting expertise (Cloud Infrastructure)
- Development experience with scripting languages (PHP, Perl, Python, etc...)
- Ability to read code in other high level languages
- Experience with PACS, DICOM or HL7 is nice to have

Desired Competencies

Competences

- Highly motivated to excel and Committed to continual skills improvement
- Team oriented with strong communication and interpersonal skills
- Creative thinker and practical problem solver

Optional Skills:

- Professional software development
- Product applications support and training
- Customer service or project management in a customer support environment

Additional Information

All applicants meeting minimum qualifications will be required to complete a 30 minute online assessment as part of your application.

Intelrad is committed to the principles of equal employment. We are committed to complying with all federal, state and local laws providing equal employment opportunities and all other employment laws and regulations. Applicants, employees and former employees are protected from employment discrimination based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age (40 or older), disability and genetic information (including family medical history). Intelrad is dedicated to the fulfillment of this policy regarding all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

Intelrad is committed to ensuring equal employment opportunity for qualified individuals with disabilities. Intelrad uses the Americans with Disabilities Act ("ADA") as a standard for global recruiting and hiring purposes. This prohibits discrimination against qualified individuals with disabilities. The ADA defines "disability" as a physical or mental impairment that substantially limits one or more of the major life activities of an individual, a record of such impairment, or being regarded as having such an impairment.

[Intelrad and Ambra Health Combine to Form the Global Industry Leader in Cloud PACS and Enterprise Imaging](#)

[Intelrad Partners with Strategic Radiology to Bring Innovative Medical Image Management Solutions to More than 1,300 Radiologists Across the US](#)

Meet Intelrad's Leadership Team: <https://www.intelerad.com/en/about/leadership-team/>

#LI-Remote

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
