



Manager, Technical Support

Reporting to the Director of Information Technology, the Manager of Technical Support is responsible for maintaining Semler's Technical Support capabilities. The Technical Support organization is responsible for providing corporate enterprise IT and Product support services to Semler's workers and customers assuring that support delivers the ultimate experience in a timely and consistent manner. Technical support evaluates corporate enterprise systems to develop and deliver appropriate training. The Manager's Day to day activities will include direct, hands-on contributions as well as management of other workers and service providers. The Manager is responsible to monitor and report reliability and any maintenance problems or bugs to Senior Management and Product Development Teams in a timely manner. The Manager of Technical Support is a hands-on, self-starter, with excellent customer-facing, leadership, and project management skills.

Role & Responsibilities:

- HITRUST compliant Administration of Semler technical support and new product evaluation systems
- Hands-on technical support
- Establish HITRUST compliant policies and procedures that produce high quality customer support and reflect industry best practices
- Project management for technical support system upgrades
- deploy systems to capture and report on service and training metrics, including any customer feedback or trends in product, service or training issues
- Participate in the evaluation & qualification of new, internally-developed products as well as enterprise software systems
- Document, for regulatory purposes, all customer contact related problems or complaint identification using correction and prevention
- Participate in CAPA activities as needed
- Work closely with the engineering organization to provide feedback on product quality and requirements supporting a highly scalable and supportable platform
- Approximately 10% travel

Experience & Skills

- 5 years of technical systems experience
- 3 years of experience coordinating efforts across matrixed teams and managing system integration.
- 2 years experience in the health care or medical device industry
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- Experience independently writing new procedures and test protocols

- Demonstrated flexibility in a highly dynamic environment
- Superior eye for details, organizational and project management skills
- Clear understanding of network & system management solutions
- Background in mobile device platforms (iOS & Android)
- Excellent communication, critical thinking & analytical skills
- Very strong organizational and prioritization skills
- HITRUST Common Security Framework
- HIPAA (CFR21 Part 11) Compliance Assessment, Testing, Reporting
- IT Networks (LAN, WAN and Cloud computing, Database) architectures, implementations, and administration
- Electronic Medical Record, practice management
- SAAS and Cloud solutions in the Healthcare industry
- Information Security concepts and technologies both software and hardware such as firewalls, intrusion detections and prevention systems, audit logging, etc.
- Database architecture and report writing expertise, including: Oracle, MySQL, & MS SQL
- Server troubleshooting such as S/FTP, DNS, and DHCP
- Must be a strong leader, who can manage internal and customer relations
- Experience with CRM tools specific to support and professional services
- Excellent problem-solving skills, including issue tracking, triaging and crisis management.