



**Position Title:** Remote Systems Administrator - Radiology

**Department:** Customer Success

**Summary:** This position is responsible for providing remote systems support and maintenance for mission-critical Radiology imaging and workflow systems that are deployed at customer facilities around the world.

**Responsibilities:**

- Resolve customer requests that are initiated through multiple support channels, including: telephone and online support request submissions
- Troubleshoot complex issues on production RIS and PACS radiology systems which utilize some of the following technologies: proprietary Change Healthcare software, Local & Wide Area Networks, Windows Servers and workstations, Enterprise-class hardware & storage systems, and Oracle databases
- Liaison with internal teams, including R&D, Technical Response, Systems Engineering, Production & Installation, and Sales as required to deliver on customer requests
- Perform scheduled preventative maintenance and systems administration functions at customer facilities
- Create a world-class customer experience while delivering on support requests through active communication and development of solid customer relationships
- Contribute to a fast-paced and highly collaborative team based work environment
- Ability to develop in-depth product knowledge and a commitment to continuous learning and personal development.

**Additional Job Information:**

- Travel, on occasion, to customer sites to participate in system upgrades and provide on-site support
- Ability to work on a rotating shift schedule to provide team coverage over the hours of 7:00am to 6:00pm GMT.
- Ability to provide on-call pager support that is scheduled on a rotating basis with intervals of 3-5 weeks between shifts. Overtime compensation and a stipend are provided for on-call work.

**Environment:**

- General Office Environment
- Flexibility in working hours to support business needs

**Reports to:** Manager , Customer Success



**Accountable to:** Manager , Customer Success

**Qualifications Required:**

**a) Education:** Bachelor's degree, Technical diploma or equivalent combination of education, training, and work experience

**b) Experience:** Two years of experience in a software technical support environment is generally required; though candidates with exceptional customer service and technical skills are welcome to apply.

**Background:** Computer technology background and experience with the maintenance, troubleshooting, and support of mission-critical hardware and software systems.

- Critical Skills:**
- Excellent verbal and speaking skills in the language that support will be provided
  - Solid written business communication skills
  - Strong customer service skills and ability to interact effectively with different audiences, including Information Technology Analysts and clinical staff, including PACS Administrators, Technologists, and Physicians.
  - Highly developed organization skills and an ability to multitask in a fast-paced environment with competing priorities
  - Excellent troubleshooting skills and the ability to systematically approach complex hardware and software problems involving multiple technologies
  - Networking fundamentals, including Ethernet, TCP/IP, WAN
  - Knowledge and experience in Enterprise-class servers, workstations, and RAID storage systems and underlying technologies, including: server system management and Windows system administration.
  - Knowledge and experience in supporting large, complex software packages; including designing configurations, identifying defects and workarounds, and troubleshooting integration issues.