



IT Implementation Specialist

(Remote - Europe/UK)

Location: Remote – Europe/UK, with travel to customer sites as required

Employment type: Contract Part Time (up to 20 hours per week)

About the company:

Subtle Medical is the world leader in applying deep learning to the acquisition of medical images in order to enable faster, safer, and smarter medical imaging. <https://subtlemedical.com/about-us/>

IT Implementation Specialist

This role leverages technical expertise to own the IT deployment of the Subtle products at customer sites.

Responsibilities:

- Lead site IT Implementation: Responsible for interfacing directly (on site or remotely) with customers during pre-sales, onboarding and commercial go-live phases. Along with the customer success team, this role will own the successful IT implementation and troubleshooting of Subtle products from start to finish:
 - Hardware/Network Setup and testing
 - Issue resolution
- Attend remote and in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems.
- Manage and drive continuous improvement initiatives in the customer facing IT Implementation Process.
- Respond to customer inquiries and assist in troubleshooting and resolving challenges.
- Complete detailed reports listing requests to technical assistance, steps taken to resolve them, and the specific dates/individuals involved.
- Assist management in creating training materials pertaining to computer troubleshooting and usage.

Qualifications:

- Industry-specific certification in relevant computer languages or software may be required.
- 3+ years of proven experience in a heavy customer focus position involving and technical knowledge of a hospital/clinic networking environment (including PACS, RIS, EHR, etc).
- 3+ years of configuring and troubleshooting DICOM connections.
- Extensive experience administering Linux operating systems as well as Mac OS and Windows.
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution.
- Ability to prioritize and manage several milestones and projects efficiently.
- Professional written and interpersonal skills are essential when communicating with customers and clients.
- Experience installing and configuring computer systems and applications for a large company.
- Accept constructive criticism and customer feedback regarding their experience with software or IT services.

Must Haves:

- Proficient in computer networking, including managing VPNs, querying and modifying firewalls, and debugging connectivity problems.
- Experience with Nvidia GPUs and their supporting software, and experience configuring GPU usage on headless servers.
- Capable of working with scripts in at least one scripting language, such as bash, perl, or Ruby. (JavaScript, Python, Java, etc. do not count.).
- Exposure to Docker and basic understanding of its concepts.
- Proficient with headless Linux system management, especially distributions based on Debian and Fedora.
- Familiarity with various remote access tools for installing and supporting customer deployments.
- Experience building and supporting Virtual Machines in a healthcare setting.
- Familiarity with AWS architecture.

Industry

- Medical Device
- SAAS (Software as a Service)
- Hospital & Health Care

Job Functions

- Commercial IT

Reports To

- IT Implementation Manager

Travel Required

- Yes – up to 25%