



IT Technical Support Representative (Based: Carlsbad, CA – Hybrid/Remote during COVID-19)

JOB OPENING

ImpediMed is looking for an **IT Technical Support Representative** to join our Customer Experience team. If you have a passion for technical support in both an iOS / Apple and Android environments, plus you are great at researching and delivering 5-star results to customers, this role is for you!

A day in your life as an IT Technical Support Representative at ImpediMed may include:

- Problem solving and troubleshooting with customers to quickly resolve their enquiries
- Maintaining a detailed history on the Customer Relationship Management (CRM) system for all issues
- Deciding how best to resolve a customer enquiry and deciding which enquiries need to be escalated
- Being a team player within the department to maintain and raise overall customer satisfaction
- And definitely working with cutting edge healthcare technology!

To be an amazing IT Technical Support Representative at ImpediMed, you will have:

- Working knowledge of computer configurations, both iOS / Apple and Android, and Windows operating systems with the ability to resolve technical IT (non-desktop) issues.
- Excellent time management, procedural documentation skills, organizational skills, communication skills and customer care skills.
- Associates degree in technical discipline (Computer Engineering, Computer Science, or Information Technology or related field of study), or three (3) years of hands-on experience in a client (PC) technologies and support services role.
- Minimum of three (3) years of experience in the customer service preferred.
- MS Dynamics 365 (CRM) experience would be a plus.

You'll interact with a broad range of customers such as elite research universities and those in the private sector. As part of the Customer Experience Team, you'll interact, support, and build strong relationships with a wide range of ImpediMed employees, including Research & Development and the Sales Organization.

We look for candidates who demonstrate our **Core Values** of: Integrity, Accountability, Collaboration, Respect, Quality, and Compliance.

ImpediMed is a medical technology SaaS company that uses bioimpedance spectroscopy (BIS) technology to generate powerful data to maximize patient health.

ImpediMed's management team includes executives who have international experience in successfully introducing innovative medical products to global markets. The organization is dynamic and professional and has been built from the ground up with a strong team of enthusiastic and dedicated senior managers, researchers, and employees. The company is on a dramatic growth path with the strong demand for its unique product offerings and offers exciting career opportunities.

Based in Brisbane, Australia with its principal office located in Carlsbad, CA, USA and a European office in Thessaloniki, Greece, ImpediMed is the world leader in the design and manufacture of medical devices employing bioimpedance spectroscopy (BIS) technologies for use in the non-invasive clinical assessment and monitoring of tissue composition and fluid status. ImpediMed Limited is a public company listed on the Australian Stock Exchange (ASX: IPD).



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ImpediMed devices are currently used in both the clinical and research settings with future applications being developed for home use. ImpediMed has over 20 years of clinical experience supporting healthcare professionals in the assessment of secondary unilateral lymphedema of the limbs. ImpediMed's devices are used in a variety of settings to aid surgeons, oncologists, therapists, and radiation oncologists. Our research devices are thought of as a gold standard measurement system for non-invasive fluid and body composition measurement, used in both animals and human research.

ImpediMed produces a family of FDA cleared and CE Marked medical devices, including SOZO®, sold in select markets globally. For more information, see our website at www.impedimed.com.

ImpediMed's Company Vision: *Leave no patient untested who could benefit from our technology.*

BENEFITS

- Full healthcare benefits including Medical PPO/HMO Plan choices, Dental Plan, Vision Plan; 401(k) with employer match
- Basic Life, AD&D, STD/LTD, Employee Assistance Program (EAP)

TO APPLY

Please email your resume to employment@impedimed.com, subject heading: **IT Technical Support Representative**

Equal Opportunity Employment

As part of our commitment to providing equal employment opportunities, we take steps to ensure that all qualified applicants are treated fairly. To that end, our decisions around recruitment, hiring, assignment, promotion, compensation and other personnel factors are made and administered without regard to race, color, religion, genetic information, national origin, sexual orientation, gender identity, gender expression, pregnancy, childbirth or related medical conditions, age, disability, citizenship status, uniform service member status, or any other protected class under federal, state or local law.

If you have a disability that requires accommodations in order to complete the application process, please contact us at employment@impedimed.com or (760) 585-2100.



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POSITION SUMMARY

The IT Technical Support Representative will be responsible for resolving all IT issues associated with the installation and configuration of ImpediMed's SOZO solution to external and internal customers. The IT Technical Support Representative is responsible for providing technical support, end-user documentation to all SOZO and legacy customers. The IT Technical Support Representative is the first tier of contact to address IT technical issues, assist customers, and find solutions to IT related technical issues.

PRIMARY DUTIES & RESPONSIBILITIES

(Essential Functions of the Position) include but are not limited to the following. Other duties may be assigned.

IT Technical Support:

- Resolve all issues with SOZO implementations and other supported software adopted by the organization.
- Receive and answer questions pertaining to computer software, hardware or infrastructure and present solutions to internal and external customers.
- Diagnose and resolve technical issues related to network connectivity, firewall and security issues, Bluetooth, internet, and other related connection issues.
- Work with customers to make internal setting adjustments and to resolve technical issues or escalate to higher Tier.
- Resolve all legacy customer device and connectivity issues promptly with use of Knowledge Base and adding Knowledge Articles (KAs) when needed.
- Provide input to R&D on product development, security issues, implementations, and IFUs.
- Contribute to FAQs for new products and keep updated for existing products.
- Responsible for providing in-depth root-cause analysis, reporting product technical issues experienced by customers through CRM Cases.
- Develop customer facing FAQs and where relevant, reference from fault triage pathways to enable client self-resolution of issues.
- Assist with Single Sign-on (SSO) and Electronic Health Record (EHR) integration.
- Participate in all pre-implementation team meetings for US and EU countries as needed.
- Replicate field issues and identify potential fixes or raise cases to alert R&D. Enter commands and verify proper system operation through observation and analysis to detect error and proper performance.
- Actively seek new product updates and offer suggestions and product improvements as well as report any defects which may arise.
- Enter and manage issues into CRM as cases for all internal and external customer issues, with regular follow up and timely resolution of issues and cases.
- Assist with keeping department SOPs, DPs and WI updated through the quality process.

SUPERVISORY RESPONSIBILITIES

- None



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QUALIFICATIONS GUIDELINES

Typical Knowledge, Skills, & Abilities:

- Fundamental knowledge of computer hardware and software, including networking.
- Strong working knowledge of the MS Windows OS environment and related Office applications as well as SharePoint and Active Directory.
- Strong analytical and problem-solving skills.
- Strong customer service and interpersonal skills, with strong ability to interact with employees and customers across different levels in the organization. (verbal and written in English)
- Ability to work as a member of a team, and ability to handle multiple tasks and changing priorities. Ability to work independently and with minimal direction, demonstrating initiative.
- Ability to troubleshoot and be comfortable working with customers remotely by phone, email, and web-based tools such as Zoom and Skype, facilitating one-on-one and group meetings.
- Genuine commitment to delivering exceptional customer service.
- Ability to quickly establish credibility and relationships; ability to work with a variety of personalities and styles.
- Must have a strong attention to detail to accurately document work, collect data to support service readiness of a new product.
- Ability to recognize deviation from accepted practice and to recognize when to notify supervisor of problems and issues for resolution.
- Ability to quickly learn new technologies.
- Ability to create engaging, technical presentations for training and present training in an online environment.
- Experience in the development and application of issue triage decision trees.
- Ability to multi-task and follow projects through to completion.
- Ability to work flexible hours to provide global coverage.
- Experience as a self-starter and multi-tasker, self-motivated, with a capacity to perform in a fast-paced, FDA regulated environment, even in ambiguous situations.
- Must understand, follow, and comply with regulatory requirements as applicable to various processes. An understanding of FDA Quality System Regulations and ISO Standards (ISO 13485 and 21 CFR 820) is required.
- Must be comfortable working in an environment controlled by standards and regulations, including but not limited to Standard Operating Procedures (SOPs), Good Manufacturing Practices (GMP), and Quality System Regulations (QSRs), both US and international.

MINIMUM EDUCATION and/or EXPERIENCE

- Associates degree in technical discipline (Computer Engineering, Computer Science, or Information Technology or related field of study), or three (3) years of hands-on experience in a client (PC) technologies and support services role.
- Minimum of three (3) years of experience in the customer service preferred.
- Experience in the medical device industry preferred.
- Knowledge of computer networks and remote troubleshooting techniques.
- High degree of computer literacy and proficiency with the Microsoft Office Suite, including SharePoint.
- General understanding of Customer Relationship Management systems – Microsoft Dynamics CRM experience desired.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS



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- Physical Demand: Moderate physical effort. For example, standing, bending, or stooping for extended periods, operating light office equipment, e.g., personal computer, copier etc. The employee must be able to occasionally lift and/or move up to 50 pounds of equipment.
- Mental Demand: Moderate to high degree of concentration due to volume, complexity, and/or “pressure” of work.
- Travel: This position will require limited travel (mostly domestic) up to 10%. A valid US driver’s license is required for this position.

This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).