

## Clinical Trial Tech Support Engineer

### About Us:

InnoSpark Services Pvt. Ltd. is an Innovative technology startup, located in Gurgaon, which is committed to providing state-of-the-art solutions to customers across various geographies, primarily in the USA. We are a rapidly expanding team that is dedicated to cultivating a challenging work environment that allows employees to develop and expand in tandem with the company.

**Client you will be working for:** A leading provider of end-to-end cloud-based respiratory diagnostics solutions for healthcare providers and researchers, the US-based healthcare organization provides SaaS health information technology. The platform supports spirometry, fractional exhaled nitric oxide (FeNO), oscillometry, and diffusing capacity of the lung for carbon monoxide (DLCO) for advanced respiratory assessment in clinical and research settings. The alternative to in-clinic pulmonary testing allows providers to remotely monitor patients for greater convenience and accessibility. Connected respiratory devices, Bluetooth-enabled sensors, and integrated mobile apps securely capture and transmit patient respiratory data to the cloud, where clinical teams can use a web-based provider dashboard for real-time monitoring, analysis, and clinical decision support.

**Position Overview:** We are looking for a dedicated and skilled Technical Support Engineer (Healthcare) to join our growing team. The ideal candidate will have a strong background in customer support, with the ability to diagnose and resolve complex technical issues related to software, networking, and mobile operating systems. This role requires engaging directly with international customers, collaborating with internal teams, and ensuring a high level of customer satisfaction.

**Your Impact:** You will be one of the first touchpoints with our customers. Your attention to detail and follow-through is essential as we build long-term relationships with our customers. Your ability to solve complex problems and ensure our customers can be wildly successful are crucial to our business goals.

### Key Responsibilities and Accountabilities:

- **Customer Support:** International customer support through calls, emails, and tickets, offering timely and effective assistance. Address complex customer issues while providing proactive support to help customers avoid potential problems. Understand high-level technologies that impact the Client's products and interpret end-user feedback.
- **Training & Instruction:** Conduct comprehensive training for international research staff and sites on the Client's platform related to clinical trials and research.

- **Knowledge Management:** Identify and report knowledge gaps or recurring trends to the Client's team, contributing to continuous improvement.
- **Communication:** Translate customer needs to the development team, suggesting solutions where possible, and sharing feature requests.
- **Technical Expertise:** Develop a strong understanding of the Client's products to address complex technical issues, including:
  - Diagnosing web browser issues.
  - Addressing advanced connection and Bluetooth issues on mobile operating systems.
  - Diagnosing and resolving common networking issues, including IP whitelisting, firewall settings, and connectivity problems.
  - Testing and evaluating new software releases.
- **Incident Management:** Support, log, categorize, prioritize, and track incidents reported by customers via email and phone.
- **Incident Ownership:** Maintain ownership of incidents until they are resolved or escalated for further research. Project manages all incidents to their conclusion and follow up with customers to ensure their issues are resolved.
- **Team Collaboration:** Work collaboratively with team members to ensure timely responses and resolutions. Assist in training less technical team members and building instructions for the team in areas needing improvement.

### Qualifications:

- **Educational Background:** Bachelor's degree in engineering (B.Tech, BE), Bachelor in Computer Administration (BCA).
- **Experience:** Minimum of 3 years of technical support experience with expertise in software, networking, and mobile technologies, and a proven ability to resolve complex technical issues while delivering exceptional customer support.
- **Skills:**
  - **Communication:** Exceptionally strong English communication, customer handling, conflict resolution, and problem-solving skills, with a focus on delivering quality customer experiences.
  - **Technical Proficiency:** Passion for learning new technologies and applying knowledge in a systematic and team-oriented environment.
  - **Problem-Solving:** Experience in taking ownership and driving resolution on escalated customer issues.
  - **Technology Familiarity:** Familiarity with a range of software-based technologies commonly used in a partner environment, including web

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browsers, Cloud/SaaS software, Firewalls, REST APIs, and Mobile Operating Systems.

- **Abilities:** Willingness to take on additional responsibilities and contribute to various aspects of the startup's growth.

**Preferred:**

- Experience with international customer support.
- Knowledge of MedTech or healthcare-related technologies.

**Tools:** The Company will provide the Training on the features and benefits of the Client products to help employees succeed in the role

**Time Commitment:** Full-time position

**Working Mode:** Hybrid

**Shift Window:** Permanent Night Shift (IST)

**Workdays:** 5 Days in week (any)

**What We Offer:**

- **Growth Opportunities:** Be part of a small, dynamic team where you will have the chance to take on diverse responsibilities and grow with the company.
- **Learning Environment:** Gain valuable experience and exposure to various aspects of startup operations and technology industry practices.
- **Work Culture:** A supportive and innovative work culture with opportunities for professional development and career advancement.

**How to Apply:**

Interested candidates are invited to share their resume detailing their **motivation to join Startup organization** for applying to [career@innospark.ai](mailto:career@innospark.ai)