



Datos Health is growing and looking to add a Support Representative to our team!

We are looking for an experienced developer to join our amazing Support Team.

Join us and take part in one of the world's leading health care products during these challenging times.

About Datos:

Datos is a fully automated Remote Care platform designed to directly connect patients with medical sources of care from the comfort of their own homes, for improved quality of life. The platform makes it possible to safely monitor, detect, analyze and predict adverse events or other changes in patient conditions – enabling care teams to communicate and intervene in real-time and to successfully manage even the most complex medical treatment protocols.

A full-stack software platform that seamlessly merges with existing operational workflows to equip care teams with the tools required to remotely manage complex clinical protocols and automates provision of personalized remote care – all at a fraction of the cost of alternative offerings.

Datos is ideally positioned to deliver a uniquely comprehensive solution capable of gearing pharmaceutical companies, providers and patients with everything they need to take remote healthcare to the next level.

Responsibilities:

- Respond to customer support inquiries as quickly and accurately as possible via email and phone [1st level support]
- Taking every customer interaction and turning it into an opportunity to learn from our customers
- Working collaboratively with product, customer success, development and other departments
- Advocating for customers' needs and contributing to our growing knowledge base of articles and education materials

Qualifications:

- Problem solver - love to get to the bottom of things and found root cause of the problem
- Self-motivated, team-oriented and focused on exceeding customer expectations
- Project management skills - know to manage your time and prioritize multiple tasks
- Ability to work well under pressure and maintain a positive attitude
- Excellent communication and interpersonal skills
- Tech savvy and out-side-of-the-box thinker
- Fluent written and spoken English
- No prior experience is required

Advantage:

- Worked before as technical support\ call center representative, while providing a personalized support experience
- Knowledge or experience working with databases and mid-level SQL queries\ Jira\ Salesforce
- Graduates of military technology units\ completed QA course\ system and network administrator

Please email us your resume to: careers@datos-health.com and mention "support representative" in the subject line