

## Job Specification: Technical Support Specialist, India

### Overview of reach52 and Our Work

reach52 is a fast growing, social enterprise working to bring sustainable, universal basic healthcare services to users in rural communities. We do this through an innovative service model, a technology platform that works both online and offline, and embedding support within communities. This enables us to increase healthcare access and knowledge, as well as deliver medicines, microinsurance and diagnostic services.

Our mission is divided in to two parts: community access, navigation, and healthcare support on the one side; and ultra-low-cost fill-in services to sustain the solution on the other. This allows our core healthcare services and treatments to reach further into communities, prevent unnecessary suffering and save lives where state of the art services don't always get to. Our countries of operation include Philippines, Cambodia and India.

Going to work each day and creating new ways to positively impact people's lives is at the heart of what we do. To learn more about reach52, watch this short video <https://vimeo.com/386671270>

### Overview of the Role

Our team train people in rural communities to use our mobile apps to deliver health outreach, education programs, and marketplace services.

In line with this, we are looking for a highly motivated individual to provide user support in the field and assist in our computer systems and hardware. The technical support specialist will help troubleshoot issues and resolve them quickly by engaging with our development team using our helpdesk support tools. The successful candidate will also play a key role in ensuring that the field team is using the systems effectively and that the quality of data collected is well-maintained to a high standard as it directly affects our ability to produce insightful metrics and dashboards, as well as capture accurate data usage. The Technical Support Specialist is also responsible for the smooth rollout of new applications and devices to the field teams and running security checks to ensure that we meet data privacy requirements.

Ideally, the successful candidate will gather field feedback and share that with the development team on how users interact with our applications and suggest improvements to make it more user friendly. Overall, we are looking for someone with the following four characteristics: (i) Strong problem-solving skills, (ii) Patience to both understand and explain issues and work towards a solution, (iii) Clear communication (iv) Commitment to meet deadlines.

**Title:** Technical Support Specialist

**Employment:** Full time contract with 6 months' probation period

**Start Date:** November 2020

**Location:** Bangalore, India

**Reporting to:** Infrastructure Manager

## Role Scope and Responsibilities

The role scope and responsibilities of the Technical Support Specialist will be:

- Install and configure latest app releases, programs and operating systems on mobile devices and laptops.
- Troubleshoot systems and applications by analyzing possible causes of user problems.
- Timely documentation of issues and management of resolutions
- Involvement in testing of new release features before it is sent to production, to ensure that the features are compatible with the local devices, language, and customs.
- Provide feedback to development team on user acceptance testing.
- Regular maintenance of existing hardware and computer systems.
- Maintain their knowledge of new application features and/or operating systems.
- Set up profiles, emails, and issue access passes for new employees / field team staff.
- Run security checks on all systems.

## Person Specification

The ideal candidate will have:

- Minimum 3 years' experience in help desk technical support.
- Broad knowledge in computer hardware and systems maintenance.
- Fluency in English
- Excellent listening and enquiring skills to be able to understand issues when explained by someone without technical knowledge and able to explain issues to colleagues and development team in a concise manner.
- Ability to travel to sites to troubleshoot issues with users.
- Appreciation of data security and data privacy
- Flexibility to work as part of a small but passionate team in a dynamic way to effectively support field operations.
- Knowledge of Windows, Microsoft Suite and Android apps
- Knowledge in a selection of the following and prepared to learn others as required:
  - Help desk
  - Use Cases
  - User Stories

*Interested candidates may send in their CV and cover letter to [operations@reach52.com](mailto:operations@reach52.com)*