

Technical Support Specialist, India

Overview 52% of the world can't access healthcare: we're a business that does something about it. Join us.

How does it work? We've built an app that works offline, and then go to more rural areas and train the health workers and independent people to be a decentralised network of field agents. They collect data on health needs, run targeted awareness and screening campaigns (which is productised and funded by a huge range of global companies) and then order and manage the distribution of private sector medicines, insurance plans and community health products! We're now looking to enhance this platform more, and become a comprehensive, end-to-end health service for less urbanised.

This isn't an easy task, but we're doing it – this isn't all talk! 5 countries, 5,500 agents trained, 50 core staff, and 500,000 lives touched so far. Most of this growth came in 2021, and we are planning to double this in the next six months too...

Why work with us? We are a tech start-up, in a unique space, with a new value proposition to build a socially minded business models for half the planet. You get to be creative, move fast, own truly important things, grow, and help people. We're not a charity either, we are redesigning how affordable healthcare is delivered through truly innovative business and service delivery models – we've raised VC money and are revenue generating and are focusing on our scale up.

We already work with over half of the world's largest pharmaceutical companies and have footholds in five markets, including India and Indonesia (with close to 20% of the world population there – with more growth and partnerships planned), and Philippines, Cambodia, and Kenya too! We're just getting started though, so get onboard: do something that matters.

Learn more on [our website](#), find some of our features in the news ([Tech in Asia](#), [Straits Times](#), [with our founder story](#), or [Facebook talking about us](#)? Or just Google reach52!), [watch this explainer video](#) – or just get in touch! 😊

Who are we looking for?

We train people in rural communities (currently Mysore and Kolar) to use our mobile apps to deliver health outreach, education programs and marketplace services. Our key partners include MYRADA, MYKAPS, Nucleus trust and the local governments, amongst others.

We are looking for a highly motivated individual to provide in the field user support and assistance for our mobile apps and hardware. The technical support specialist will help troubleshoot issues quickly, resolve them and engage with our development teams through use of helpdesk support tools. The successful candidate will also play a key role in ensuring that the field teams are using the systems effectively and that the quality of data collected is maintained to a high standard. This 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 roll out 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 be able to 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 3 months' probation period

Start Date: ASAP

Location: Bangalore, India

Reporting to: Senior Manager, Platform and Tech Support

What you'll do

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

- Help us get agents equipped and delivering health for all! Get out in the field and make our model work, and train up the agents on our platform
- Install and configure latest app releases, programs and operating systems on mobile devices and laptops
- Troubleshoot systems and applications by analysing possible causes of user problems – working closely with our Engineering and field team leads :-)
- 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 - working with Quality Assurance teams!
- Regular maintenance of existing hardware and computer systems
- Maintain their knowledge of new application features and/or operating systems - help train and continually roll out upgrades to our platform and services
- Set up profiles, emails, and issue access passes for new employees and field team staff
- Run security checks on all systems

Who you are (probably!)

We're reasonably sure you should have a profile like this, but we can flex sometimes:

- Minimum 3 years' experience in helpdesk technical support
- Broad knowledge in computer hardware and systems maintenance
- Fluency in English and Kannada
- Excellent listening and enquiring skills to be able to understand issues when explained by someone without technical knowledge, and bring 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

Up for it? Love it! Ship your CV, and introduce yourself, to operations@reach52.com!