



## **Mobile Health— Technical Analyst— Work from anywhere in the U.S.**

Mobile Health is looking for a Technical Analyst to help us continue on our mission to change the healthcare system.

Mobile Health has quickly become one of the largest and fastest growing digital healthcare SaaS platforms in the US. Our goal is to help our customers make a culture of health simple.

Mobile Health provides communications, incentives, tools, and real-time analytics that individuals and employers can use to improve workforce health and overall wellbeing for employees and their families. We have millions of users and hundreds of employers on our platform working to improve their health and fitness and reduce their health care costs.

### **Why join Mobile Health?**

- We work with great technology
- We have an amazing team (experienced, creative people, collaborative environment)
- We have an incredible product (growing healthcare space)
- We make a real difference for our customers (and their employees' lives)
- We offer industry competitive compensation and benefits

### **Job Description**

Your primary responsibilities may include (but are not limited to):

- Assisting our configuration specialists with configuring the software, and answering their questions
- Researching and analyzing issues and enhancement requests reported to the Engineering department
- Documenting findings
- Making prioritization and assignment decisions

Secondary responsibilities may include:

- Assisting with testing solutions to issues
- Other technical tasks to support the department

**Location**

The job is remote / work-from-anywhere, but it is required to start by at least 9 am Eastern Time

**Required skills would include:**

- Very good problem-solving skills
- Good communication skills, including writing
- Detail oriented
- Technical ability, such as familiarity with Linux operating system

**Other skills and qualifications:**

- 2 years of professional experience in technical support, technical analysis, field engineer, or QA
- Bachelor's degree in (software engineering, computer science, IT, related field or relevant work experience)
- Proactive and flexible in response to changing priorities in a client-centric, fast-paced, dynamic environment while meeting deadlines and exceeding customer expectations
- Self-motivated and able to master new technologies and concepts via hands-on learning
- Disciplined and able to work remotely from your home

**Preferred, but not required, skills:**

- Ability to read and understand Python and/or JavaScript code
- SQL