



Mobile Health— Technical Support – Information Technology, Entry Level

Mobile Health is looking for an entry level Technical Support – Information Technology staff member 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 thousands of employers on our platform working to improve their health, fitness and reduce their healthcare costs.

Why join Mobile Health?

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

Job Description

Primary Responsibilities

- Straddle the technical world of IT and the business side of customer service, strategically addressing end-user needs and creating a positive user experience
- Respond via email to Level 1 and Level 2 end-user support issues related to our mobile apps and website
- Develop subject matter expertise of our software platform and apps by taking initiative to research, isolate and reproduce problems, self-learning, and staying current with new product features and integrations
- Escalate issues when needed to MHC tech leads, engineering staff, product development, account managers, etc.
- Be the voice of our users by providing input to the product development, client services, and engineering teams for enhancements to our platform
- Monitor support issues for trends; be the early-warning system for underlying configuration and production problems that manifest themselves as an end-user problem

- Recommend and implement additional automation and reporting for our Zendesk ticketing system software to streamline and improve customer support
- Assist with product QA, both formal and ad-hoc, as time permits
- Perform data entry or other tasks to support our clients and users, as needed, which may be unrelated to customer support

Experience and Qualifications

- College degree preferred but will consider an applicant who is currently pursuing a degree
- IT problem-solving skills
- Comfortable with technology including various web browsers, apps, mobile devices, and wearables
- Exceptional written communication skills, with a strong aptitude for grammar, spelling, and proper punctuation
- Detail-oriented with the ability to pick up on nuances
- Proactive and flexible in response to working for a constantly changing, fast-paced company and willing to take on new responsibilities as opportunities arise
- Self-motivated and able to master new technologies and concepts via hands-on learning
- Comfortable with data entry, data analysis, and reporting
- Disciplined and able to work remotely from your home; you'll need a workspace with a reliable internet connection, but we'll provide you with a computer
- Authorized to work in the US without sponsorship; no third-party agencies
- Willing to undergo a background check, in accordance with local law/regulations