mobilehealth

Mobile Health - Solutions Engineering Manager - Remote

Mobile Health is looking for a Solutions Engineer to help us continue 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).
- 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

As a manager, you will help:

- Hire, train, and mentor a team of high-performing Solution Engineers.
- Own the technical success of our customers through proactive support.
- Serve as a customer advocate internally while effectively collaborating with internal, cross-functional teams including Customer Success, Product Management, Sales, and Engineering.
- Partner with leadership to build and refine an end-to-end view of the customer technical journey.
- Set metrics, processes, and responsibilities for your team.
- Be responsible for empowering and supporting a team of Solutions Engineers.
- This role combines customer interaction, cutting-edge mobile technology implementation, and team leadership.
- This leader will need a background in mobile technology to both engage clients on technical topics while coaching and developing the team.

As Solutions Engineer you will:

- Design and develop product solutions for deployment to Mobile Health clients.
- Interact with the product and engineering teams in the development of Product Innovations solutions.
- Perform code reviews, eliminate bugs, and test solutions developed by other members of the Product Innovations Team.
- Maintain and enhance existing functionality of the product.
- Create documentation and conduct training for Mobile Health employees on developed Product Innovations solutions.
- Work closely with the account management team to best understand customer needs and quickly respond to customer feedback.
- Contribute feedback to the product and engineering teams for suggested enhancements to the platform and to potential new features.

Skills and Qualifications

- 2+ years in a people-management role.
- Experience growing, coaching, and mentoring a team.
- 2 to 3 years of professional experience with HTML/CSS (mandatory).
- 2 to 3 years of professional experience with Python (mandatory).
- Bachelor's degree in Software Engineering, Computer Science, or a related field.
- Experience and familiarity with web page design, web page implementation, DevTools, and Web APIs.
- A strong understanding of UX best practices, cross-browser compatibility, and responsive web design.
- Experience with building mobile apps.
- 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 home.