Datos Health

Location: Tel-Aviv, Israel

Datos Health is growing and looking to add a Support Representative to our team!

About Datos Health:

Datos Health offers a fully automated remote care platform designed to directly connect patients with medical sources of care from the comfort of their own homes, for improved quality of life. The platform makes it possible to safely monitor, detect, analyze and predict adverse events or other changes in patient conditions – enabling care teams to communicate and intervene in real-time and to successfully manage even the most complex medical treatment protocols.

Our full-stack remote patient monitoring solution is both device-agnostic and disease-agnostic and seamlessly equips care teams with the data and tools required to manage even their most complex and chronically ill patients.

Responsibilities:

· Respond to customer support inquiries as quickly and accurately as possible via email and phone [1st level support]

· Taking every customer interaction and turning it into an opportunity to learn from our customers

· Working collaboratively with product, customer success, development and other departments

· Advocating for customers' needs and contributing to our growing knowledge base of articles and educational materials

Qualifications:

· Problem solver - love to get to the bottom of things and find root cause of the problem

· Self-motivated, team-oriented and focused on exceeding customer expectations

· Project management skills – know how to manage your time and prioritize multiple tasks

· Ability to work well under pressure and maintain a positive attitude

· Excellent communication and interpersonal skills

· Tech savvy and out-of-the-box thinker

· Fluent written and spoken English

· No prior experience is required

Preferred Qualifications:

· Worked before as technical support/call center representative, providing personalized support

· Knowledge or experience working with databases and mid-level SQL querie/Jira/ Salesforce

· Graduates of military technology units/completed QA course/system and network administrator

Please email us your resume to: careers@datos-health.com and mention "support representative" in the subject line