**{caresyntax®**
a brand by S·CAPE®

**About S-CAPE and caresyntax®**

caresyntax® enables OR teams to predict and improve surgical performance.

The caresyntax® platform converges IoT technology and healthcare data analytics to achieve key global and procedural insights. Hospitals can benchmark outcomes and improve surgical workflows, paving the way to decreased variability of cost and clinical performance. Automated real-time reporting drives training and quality improvement, allowing the hospital to save money and mitigate risk - all without the time and investment required when using big data analytics.

Our technologies have raised the performance bar in more than 6,000 operating rooms worldwide, and are supporting the next generation of data-enabled OR teams in over 10 million procedures per year. Headquartered in Berlin and Boston, with over 90 employees from 20 different nationalities, we seek highly-motivated and passionate individuals to join us.

**Service Technician with a software focus (f/m)**

**Your Responsibilities:**

- Installation, configuration, and maintenance of AV and IT systems in a  hospital environment
- Installation, configuration, and maintenance of Software solutions for medical applications
- Perform technical service and issues resolution via remote session or on customer premises
- Handle customer support tickets and resolution via e-mail and phone
- Initiate and manage escalated service issues and follow up with relevant departments
- Coordinate partner training in regards to software administration and maintenance
- Troubleshoot, debug, and Log files analysis (application and operation system)
- 20-30% travel within Europe and other countries required

**Your Qualifications:**

- A technician for Media Technology, Communication, IT services
- A minimum of 2-3 years experience in the following areas
    - Windows and Linux administration
    - Network infrastructure (switches, routers)
    - Remote connectivity and related tools (VPN, Teamviewer)
    - Service tickets systems (CRM, Bugzilla, Jira)
- Knowledge of Java, WEB technologies, and Cloud services
- Basic knowledge of data formats like JSON and XML
- Knowledge of medical information systems (PACS, HIS) is a plus
- Fluency in English and German in both spoken and written (min. B2). Other languages desired.
- Good self-organization and structured approach
- Friendly and efficient communicator externally and internally

**Why work for us? - We offer**

- an international and innovative environment
- a warm-hearted, flexible, and solution-oriented culture
- room to introduce and implement creative ideas and develop your talents
- professional and intellectual exchange with highly-talented and ambitious colleagues from all over the world
- self-organisation and agile methods encouraged
- work visa sponsorship and relocation assistance provided, where applicable

If this job description and culture seem like a good fit to you, then we would be glad to receive your compelling application. Please send by email along with your Resume/CV, Cover Letter, salary expectations, and your earliest possible starting date to:

**S-CAPE GmbH**
Human Relations
Inka Wolfermann / Sabine Deschauer
bewerbung@s-cape.com

Further information can be found at:
www.s-cape.com
www.caresyntax.com