Project Administrator

This technical position is responsible for installation and update projects involving Medstrat’s distributed medical imaging system (https://www.medstrat.com/comparison). This includes all aspects of remote installation and maintenance of Linux-based servers, as well as working with customer technicians to identify and resolve a wide range of issues affecting their use of the system. This position reports to the Installation Manager.

Responsibilities

- Identify, coordinate, and perform technical deliverables required by the Installation process, as defined in currently implemented Standard Operating Procedures.
- Perform, as part of a group of responsible individuals, the technical tasks of a Project Administrator:
  - **Customer Installation**: act as a primary technical resource for individual projects that involve remote installation of the server software, and assist customer technical representatives with network configuration, client installation, and setup of interfaces to related systems
  - **Customer Update**: perform remote application updates of customer site servers, and provide guidance to customer administrators for concurrent client updates
  - **Customer Training**: guide customer administrators through the application-level configuration that they will need to perform prior to regular use of the system
  - **Network Issue Resolution**: during installations or updates, investigate customer network issues that impact server or client connectivity, and provide guidance to customer administrators
  - **Server Maintenance**: perform remote platform updates of customer site servers, to ensure that the application operating environment remains secure
  - **Project Tracking**: provide detailed updates in the project tracking system as tasks are completed
- Identify technical and business process improvements, which would increase project quality or efficiency
- Maintain a current working knowledge of all technical aspects related to the use of Medstrat’s software at customer sites.

Qualifications

- Bachelor’s degree in Computer Science or other related discipline, or equivalent overall level of knowledge based upon experience
- Exceptional attention to detail, highly organized, and efficient in performing multiple projects in parallel
- Superior communication skills, sufficient to explain technical issues to non-technical customers
- Linux command line experience
- Linux server installation, update, and administration experience
- Network troubleshooting experience
- Database knowledge or experience (simple operations for issue investigation)
- Issue Tracking System knowledge or experience
- Root Cause Analysis skills sufficient to investigate and identify the most likely reason for technical issues experienced by customers during installation or update (involving server, client, or network).
- Knowledge of medical imaging is a plus
- Experience working in a regulated environment is a plus

Resume Submission

*Email to:* installationsrecruiting_2017@medstrat.com
*Email by:* August 02, 2017