



Technical Support Engineer, Night Shift

Job Description

The Company

Aperio is the leading provider of digital pathology solutions in hospital and reference labs, academic medical centers, and biopharma institutions across the world. Today, our affordable and complete product portfolio is proven to lower costs, increase efficiencies, and enhance workflow in labs everywhere. Our comprehensive product line features our ScanScope® scanners, Spectrum™ image management (PACS) software, SecondSlide™ slide sharing service for pathology, and image analysis tools and services.

Aperio's products are FDA cleared for specific clinical applications, and are intended for research and education use for other applications. For clearance updates and more information please visit www.aperio.com.

Summary

This night-shift position will provide technical support via 'phone and email for customers using leading-edge digital pathology products.

Core Duties

- Field customer support requests, perform problem determination, and turn over problems to engineering.
- Troubleshoot Windows networking issues at customer sites.
- Track open customer issues, communicate status to customers.
- Interface with engineering to develop and test solutions.
- Work with engineering and development to install and test new versions of products.
- Follow up with customers to verify solutions are successful.
- Proactively contact customers to ensure they are pleased.
- Assist product management in developing and prioritizing enhancement lists for products by communicating repetitive customer issues and relaying customer experiences.
- Develop web-based tools to assist customers such as FAQs, online customer status requests, etc.

Required Experience / Skills:

- Three years' experience providing technical support for systems with software and hardware components.
- Experience with installation and technical support for Windows-based software products.
- Experience supporting products with TCP/IP networking components in a Windows environment.
- Good phone and email skills, positive customer-centric attitude.
- Good problem determination technique. Well-organized, and will follow through on commitments to customers.
- Skilled technical writer able to document problems and solutions for customers (posting FAQs) and other technical support personnel.
- Must be willing to work overtime or night shifts

Desired Experience / Skills:

- BS in information technology related field
- Experience supporting products with Internet components. Familiarity with web pages and web technology.
- Experience with image processing applications.
- Experience with medical devices, applications, and/or environments.

Contact

Aperio is committed to attracting and retaining the most highly qualified candidates available. As an Aperio employee you will be consistently challenged to deliver your best. Because we provide our customers the best technologies and service in the industry, you will constantly develop new skills, learn new products, and be involved in activities that are highly valued in the marketplace. At Aperio, we value our customers as partners, and therefore strive to deliver excellence in everything we do. If you are ready for this challenge, contact us by sending your resume to jobs@aperio.com. Please include job reference code TSE.

Aperio is an equal opportunity and affirmative action employer. We support workforce diversity.