

## Position: Systems Administrator

AngelEye Health, Inc. is seeking an eager, self-motivated individual to fill the role of Systems Administrator. This individual would assist in client onboarding, systems administration, and various other technical duties related to the implementation and on-going support of AngelEye's custom software and hardware solutions.

This individual will be responsible for creating and maintaining professional relationships with AngelEye clients by providing excellent customer service and serving as the technical lead during the implementation phase of a project. In addition to our clients, this individual will also support AngelEye staff by performing other technical job duties as needed.

**Reports To:** Senior Systems Analyst and the CTO.

### AngelEye Health, Inc. offers you:

- A growth-oriented team environment where your strengths are highly valued
- Opportunities to expand your technical skills and knowledge with on-the-job learning/training
- Fully paid employee health insurance premium

### Job Specifications:

- Advanced Customer Service duties
- Setup of remote systems and servers, maintaining updates and monitoring/troubleshooting issues
- Work directly with customers as AEH technical lead for deployments. This involves systems integration efforts and go-live support.
- Participate in on-call rotation and work closely with Development teams on identifying and resolving issues that impact software releases and service delivery
- Will communicate with customers via phone, chat, and email to provide quick and proactive support to issues.
- Will assist in updating technical documentation for internal and customer use.
- Additional information systems and organizational duties as needed.

### Skills Required:

- Knowledge/experience working with advanced network system
- Working knowledge/experience in system administration of Microsoft, Mac, and other
- Excellent verbal and written communication skills
- Excellent interpersonal communication skills
- Excellent customer service and troubleshooting skill.
- Self-starter/self-motivated

### Preferred Skills:

- Knowledge of AWS services and products (EC2, S3, SNS, RDS, Cloudwatch)
- Experience with scripting languages such as Python, JS, .Net
- Understanding of Linux utilities and Bash
- Experience with HL7 and SAML
- Experience with troubleshooting mobile platforms