



Role: Platform Technical support

Location: *Bangalore, India*

Everwell innovates, designs, builds and deploys user-centric technology for healthcare programs across the world. From new ideas in patient health management, to integrating and building best-in-class tools inside a unified global platform, we tackle critical, challenging, real-world problems in health and engineering innovation.

We started with an idea called [99DOTS](#), a low-cost solution to tackle the challenge of adherence to medication. Over time we have expanded to support a broad patient management ecosystem (spanning mobile, web, SMS, IVR etc.) – called the [Everwell Hub](#).

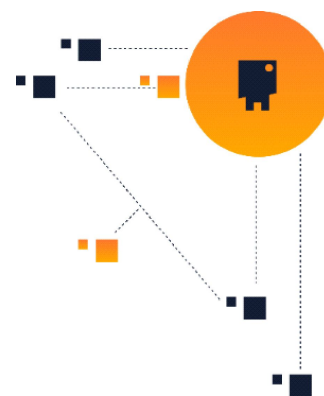
- The [Everwell Hub](#) is a state of the art, open-source patient management platform optimized for large scale health programs.
- It supports a wide variety of things related to health care management (including various adherence technologies like 99DOTS, pill boxes; end to end patient and staff management; engagement features; country specific needs like Direct Benefit Transfers to stakeholders etc.).

The platform is available in two offerings -

- Software as a Service (SaaS) model for small deployments
 - This deployment supports pilots in 13 countries across the globe.
 - It supports 3 adherence technologies - 99DOTS, electronic pillboxes and Video Observed Therapy.
- Custom Platform as a Service (PaaS) deployments for large deployments
 - An example of this is www.nikshay.in which is the national ICT system for all TB management for India (>10 million patients across public and private sector; > 0.5 million facilities)
 - Direct Benefit Transfer schemes in India (targeting a distribution of ~ 600 crore INR / 85 million USD per year directly to patients and staff) are also launched on this platform.

Our team

Our work has been recognized and praised by [Bill Gates](#) and [Satya Nadella](#) as some of the most innovative technology work for social good. As a spin-out company from [Microsoft Research India](#), Everwell's diverse team comes from Harvard, MIT, Cambridge, BITS, IIIT and other strong institutes and companies with a history of collaborations developing innovative technology. We pride ourselves on focusing on users first, thinking from the user perspective given the spectrum of technology access and acceptability for patients – born out of research, we rigorously evaluate and measure as we develop. Everwell fosters a culture of continual learning and development, a collaborative and exciting office



environment, personal ownership of projects and career growth, flexible work schedules, and always promotes team members to have a fulfilling life outside of work.

The role

We're looking to expand our team with people ambitious and passionate about our mission and want to grow alongside us! Everwell is rapidly expanding its operations in several countries around the world, including South Africa, Tanzania, Ethiopia, Ukraine, Philippines, Myanmar, Mozambique amongst a growing list. Our role in these countries is to deploy the Everwell Hub, our platform for patient and adherence management, and explore sustainable ways to support our partners working in TB in those countries.

As we expand, we are looking for an individual to manage the service desk for our platform across the countries it is used in.

Responsibilities

- Provide assistance to customers, partners and other team members on the usage of our platform through various channels: email, phone and support portal
- Be a client advocate!
- Leverage existing product documentation and self-service repository to answer client inquiries
- Recreate reported issues, identify defects and work with users to fully understand reported problems and provide work arounds
- Assist in isolating source of issues which may include working with integrations to other applications or our hosted environments
- Participate in status calls with clients and other team members
- Troubleshoot issues through reproducing the problem and determine resolution and perform Establish best practices through the entire technical support process

Qualifications

- Experience working in a process oriented environment
- Excellent communication skills (written and oral in English)
- Capability to understand the Everwell platform as it evolves and troubleshoot as necessary

Beneficial -

- A computer science background
- Experience using SQL or any other database query system
- Service or inc tool management, JIRA, ITSM, Zendesk

Compensation

Commensurate with experience and extremely competitive to the market.

How to Apply

Email careers@everwell.org with an English version of your CV, subject line: Platform technical support application