

## JOB DESCRIPTION JD-090 v1

Job Title	<b>Customer Deployment Specialist</b>
Reports To	Head of Project Delivery and Implementation
Responsible For	N/A
<b>Purpose</b>	
<p>Blackford is seeking a highly motivated and experienced Customer Deployment Specialist to in Customer Operations team.</p> <p>Responsible for deployment and integration of the Blackford platform and configuring it to work with 3<sup>rd</sup> party applications into medical institution IT environments.</p> <p>This is demonstrated through high technical knowledge and unsurpassed reliability, including the setup of custom interfaces and, if needed, providing 1<sup>st</sup> &amp; 2<sup>nd</sup> line technical support off all applicable software applications.</p>	
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Perform successful installs/trials of new Blackford platform and 3rd party applications</li> <li>• Take responsibility for making key decisions to ensure the successful delivery</li> <li>• Working closely with partners and customers (clinical, business and technical) to ensure Blackford can measure and report on key success criteria of deployed systems</li> <li>• Work closely with colleagues to drive improvement initiatives to help our business grow at scale</li> <li>• Provide valuable insights and requirements, helping drive the Blackford product roadmap</li> <li>• Nurture great team ethics and a culture of high quality engineering best practice.</li> <li>• Provide world-class service and support, in cooperation with our partners, using our end-to-end tech stack and processes, to ensure that customer needs are addressed</li> <li>• Comply with all assigned information security requirements as detailed in the Information Security Policy MS-027 and the Acceptable Use Policy HRP-14</li> </ul>	

Competencies	
Specialist job related knowledge and/or qualifications	<p>Essential</p> <ul style="list-style-type: none"> <li>• Proven experience in Healthcare IT, including relevant experience in a technical support role for enterprise software</li> <li>• Degree in Computer Science, Software Engineering or equivalent.</li> <li>• Healthcare Imaging knowledge esp. VNA, PACS and RIS.</li> <li>• Strong understanding of Radiology Workflows</li> <li>• Technical knowledge and proven experience with Microsoft, Linux, PACS, RIS, DICOM, HL7, Web Services, Infrastructure / Cloud</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Experience if working within regulated industries, e.g. healthcare, finance, pharmaceutical etc</li> <li>• Good understanding of data privacy and cybersecurity beneficial</li> </ul>
Job related skills / behaviour	<ul style="list-style-type: none"> <li>• Self-starter with excellent problem solving skills who is capable of working unsupervised</li> <li>• Excellent communications and customer relationship attributes</li> <li>• Strong interpersonal and relationship building skills with external stakeholders and internal team</li> <li>• Excellent planning and organizational skills</li> </ul>